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VIA FIRST CLASS U.S. MAIL



Re: Notice of Security Incident

Dear [REDACTED]:

We are writing to inform you of a data security incident that may have affected certain personal and health information maintained by Kid CenterEd. We take the privacy and security of the information entrusted to us very seriously, and we want to provide you with information about what happened, what we are doing about it, and steps you can take to protect yourself.

What Happened

A former employee of Kid CenterEd who provided educational advocacy services downloaded files from our systems in connection with her departure from the organization. These downloaded files contained protected health information and personal information relating to certain patients and clients of Kid CenterEd. The download was not authorized and was not within the scope of the former employee's job duties.

We discovered the unauthorized access on July 24, 2026, when our investigation revealed that these files had been improperly downloaded on or about June 18-19, 2025. We reviewed the potentially impacted files to determine their contents and the individuals affected, and we are notifying you based on the results of this analysis, which is ongoing.

What Information Was Involved

Our investigation has determined that your information, or the information of your child, was among the files that were accessed. The types of information that may have been involved in this incident include:

- Patient and parent/guardian names
- Home addresses
- Individualized Education Programs (IEPs), including educational records and disability-related information
- Private evaluations (such as neuropsychological, occupational therapy, and other assessments), including test scores and diagnoses
- Patient histories

- Family correspondence
- Observation records, sensory profiles, school evaluations, and medical reports
- Credit card authorization forms (for only some individuals)

Based on our review, the affected records did **not** contain Social Security numbers, driver's license numbers, state-issued identification numbers, or bank account numbers.

What We Are Doing

Kid CenterEd takes this matter very seriously. Upon discovering this incident, we took immediate steps to investigate and address the situation, including:

- Engaging outside legal counsel experienced in data privacy and security matters to conduct a thorough investigation and analysis
- Retaining a digital forensic expert to analyze the scope and nature of the unauthorized file access
- Suspending all former employee accounts to prevent any further unauthorized access to our systems
- Conducting a comprehensive review of all affected files to identify the individuals and types of information involved
- Communicating with regulators, as necessary
- Pursuing legal action against the former employee for breach of contractual confidentiality obligations

What You Can Do

While we have no indication that your information has been misused, we recommend that you take the following precautionary steps:

- Remain vigilant for any signs of identity theft or fraud, such as unexpected correspondence regarding accounts or services in your name or your child's name
- Report any suspected identity theft or fraud to your local law enforcement agency
- Monitor your credit card and financial account statements for any unauthorized activity, particularly if you provided a credit card authorization form to Kid CenterEd
- Review any Explanation of Benefits (EOB) statements you receive from your health plan for services you did not receive

Your Rights

Under federal law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a security freeze on your credit report, which prohibits a consumer reporting agency from releasing any information from your credit report without your express written authorization. A security freeze does not apply to certain circumstances where your credit report may still be released to third parties (for example, where you already have an account with that party). You should also be aware that placing a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you may need to provide the following information, depending on whether you make the request online, by phone, or by mail:

- Full name (including middle initial as well as Jr., Sr., II, III, etc.)
- Social Security number
- Date of birth
- Addresses for the prior two to five years
- Proof of current address, such as a current utility bill or telephone bill
- A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.)
- Social Security Card, pay stub, or W2
- If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft

To place a fraud alert or security freeze on your credit report, you may contact the three major consumer reporting agencies as follows:

Equifax: www.equifax.com | 1-800-685-1111

Experian: www.experian.com | 1-888-397-3742

TransUnion: www.transunion.com | 1-888-909-8872

There is no charge to place, temporarily lift, or permanently remove a security freeze on your credit report. You may also contact the Federal Trade Commission (FTC) at www.identitytheft.gov or 1-877-438-4338, or your state Attorney General, for additional information about identity theft and steps you can take to protect yourself.

For Massachusetts residents, you have the right to obtain any police report filed in regard to this event. You also have the right to file a police report and obtain a copy of it if you believe you are a victim of identity theft.

For More Information

If you have any questions about this incident, or if you would like additional information, please do not hesitate to contact us:

Eavan Miles-Mason Durwin, Ph.D.

Founder, Executive Director, and Neuropsychologist

Kid CenterEd

Phone: (978) 493-2848

Email: DrEavan@KidCenterEd.net

We sincerely apologize for any concern or inconvenience this incident may cause you and your family. Protecting the privacy of our patients and their families is a core value of our organization, and we are committed to doing everything we can to prevent an incident like this from happening again.

Sincerely,

/s/ Eavan Miles-Mason Durwin, Ph.D.

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