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The Wellness Way
We don't guess...we test!

Ciccone Family Chiropractic – A Wellness Way Affiliate
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March 13, 2019

[Patient Name]
[Patient Address]

Dear [Patient Name],

I am sending this letter to you as part of Ciccone Family Chiropractic's commitment to patient privacy. We take patient privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue due to a recent breach of your protected health information ("PHI") and personal information. This notification is sent pursuant to the Health Insurance Portability and Accountability Act ("HIPAA") and Massachusetts law. We have learned that your personal information, including name, address, Social Security number, and medical record, may have been compromised. On Sunday, February 17, 2019, it was discovered that a server located outside of the United States gained access to our email files starting on February 12, 2019. However, we have not received any indication that the information has been read or downloaded by an unauthorized individual. Once we became aware of the incident, we took steps to ensure the security of our files, including disabling IMAP and POP protocols, changing passwords, and setting up 2-factor identification. Additionally, we have contacted The Wellness Way to make sure Social Security numbers are no longer included on any paperwork and are looking into further securities steps to protect personal information and protected health information to be stored in email boxes.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. Massachusetts and federal law also allow consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, and/or prevent the timely approval of any requests you may for new loans, credit, mortgages, employment, housing or other services.

To place a security freeze on your credit report, you must send a written request to each of the consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) online or by regular, certified, or overnight mail to the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
Fraud Victim Assistance Department
P.O. Box 6790
Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the address where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. 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.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call, go to the bureaus' websites online, or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) **and** the PIN or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time. To remove the security freeze, you must send a written request to each of the three credit bureaus online or by mail and include proper identification (name, address, and Social Security number) **and** the PIN or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

By establishing your fraud alert, you will receive a follow-up letter that explains how to receive a free copy of your credit report. Examine your credit report closely for signs of fraud. Continue to monitor your credit reports, even though a fraud alert has been placed on your account. You may obtain a free copy of your credit report every 12 months by visiting www.annualcreditreport.com or completing an Annual Credit Report Request Form at www.ftc.gov/bcp/menus/consumer/credit/rights.stm and mailing the form to Annual Credit Report Request Service, P.O. Box 1025281, Atlanta, GA 30348-5281.

We are keenly aware of how important your personal information is to you, so please know I take very seriously my role in protecting your health information and personal information and I am truly distressed by this breach. Please accept my sincerest apology for the stress and worry this incident may have caused. Ciccone Family Chiropractic is committed to providing quality care, including protecting your

personal information, and we want to assure you that we have policies and procedures in place to protect your privacy

You can reach me during normal business hours with any questions or concerns you may have at (978) 368-3330 or inquiries@cicconechiro.com.

Sincerely,

Dr. Dennis Ciccone, Jr., D.C.