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Compliance Department

41 Mall Road
Burlington, MA 01805

LaheyHealth.org

March 18, 2019

Dear Ms.

We are writing to notify you that there may have been unauthorized access to your son, Isaiah's, personal information in the possession of Lahey Health Behavioral Services on or around August 2018. We are prohibited by Massachusetts law from sharing any details about the incident in this letter. However, we welcome the opportunity to discuss this matter with you further. For more information about the incident and the personal information involved, please contact me at 781 744-9653 or at dale.rice@lahey.org.

We are committed to protecting your privacy and apologize for any inconvenience caused by this incident.

Complimentary Credit Monitoring

While we do not believe that Isaiah's information has been misused, out of an abundance of caution, we will provide you with complimentary credit monitoring services for one year from the date of this letter. Information regarding Identity Theft Protection is included with this letter. Please send me the invoice(s) associated with the crediting monitoring services you may enroll in for Isaiah and I will facilitate obtaining reimbursement for those charges for you.

Your Rights

Under Massachusetts law you have the right to obtain any police report filed in relation 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. For detailed information about how to detect and prevent identity theft, please see Attachment A.

Conclusion

Protecting your privacy is extremely important to us, and we apologize for any inconvenience that this incident may have caused you. Please contact us at 781 744-9653 if you have any questions regarding this matter.

Sincerely,

Dale W. Rice
Compliance & Privacy Manager
Lahey Hospital & Medical Center
Legal Services & Compliance Department
41 Mall Rd
Burlington, MA 01805