17941

LUXOTTICA

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Dear <<first_name>> <<middle_name>> <<last_name>>,

I write to inform you about a recent incident that involved personal information relating to an appointment made with an eye care doctor. Luxottica of America Inc. is the service provider to this eye care practice and is writing to you on their behalf. We have no indication that personal information has been misused. We regret that this incident occurred and take our data protection responsibilities very seriously.

On August 9, 2020, we learned of an issue impacting our online eye doctor appointment scheduling application. As soon as we learned of this issue, we contained it and immediately began an investigation. Based on our investigation, we determined that an unauthorized actor gained access to our scheduling application on August 5, 2020. Luxottica conducted an internal investigation to determine the extent and nature of the incident and to confirm whether patient records had been accessed and/or acquired. On August 28, 2020, we preliminarily concluded that the attacker may have accessed and acquired patient information.

You are receiving this notice because an appointment was made or treatment was received from an eye care clinic run by <<b2b_text_1 (Covered Entity)>> at <<b2b_text_2 (Clinic Address)>>. Based on our investigation, we have determined that the personal information involved in this incident may have included your: <<b2b_text_3 (Impacted Data)>><<b2b_text_4 (Impacted Data)>>. Luxottica is not aware of any misuse of personal information or harm to patients as a result of this incident.

As soon as we learned of the incident, we immediately began an internal investigation and took our scheduling application offline to remediate and ensure the security of our systems. We began working with third-party cybersecurity specialists to determine the full nature and scope of the event and develop a remediation plan to prevent this type of incident from happening again. We have taken measures designed to enhance our security controls and prevent this type of incident from recurring, including implementing additional access restrictions on our patient scheduling platform. We also notified federal law enforcement of this matter.

While we have no evidence that your personal information has been misused, as a precaution, we have arranged for you, at your option, to enroll in a complimentary two years of credit monitoring service. We have engaged Kroll to provide you with its credit and identity monitoring services, which includes Credit Monitoring, Web Watcher, Public Persona, Quick Cash Scan, $1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration. You have until January 27, 2021 to activate the free credit and identity monitoring service by using the following activation code: <<Member ID>>. This code is unique for your use and should not be shared. Visit **https://enroll.idheadquarters.com** to activate these services.

In addition, you may contact the Federal Trade Commission ("FTC") or law enforcement, including your Attorney General, to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. To learn more, you can go to the FTC's Web site, at www.consumer.gov/idtheft, or call the FTC, at (877) IDTHEFT (438-4338) or write to Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Kroll | A Division of DUFF&PHELPS

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Public Persona

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you will receive an alert.

Quick Cash Scan

Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to $1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.
To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.