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March 3, 2021

Ms.

RE:

Dear Ms.

Northeast Rehabilitation Hospital Network takes the Privacy and Security of our patient information seriously and takes steps to ensure the confidentiality of that information. For that reason, it is important that we notify you of the following.

On March 1, 2021, an office staff member accidentally emailed your son's insurance referral information to an external individual. The information did not contain any financial information but did include your son's name, date of birth, insurance referral number, physician name and planned treatment of physical therapy. The individual notified staff at NRHN of the mistake and then deleted from their email.

Under Massachusetts law, you have the right to obtain any police report filed regarding this incident if one was filed and, in this situation, one was not filed. If your son is the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may also place a security freeze on credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on a credit report may delay, interfere with, or prevent the timely approval of any request made for new loans, credit mortgages, employment, housing, or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and Transunion (www.transunion.com). To place a security freeze on credit reports, you may send a written request by regular, certified, or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-349-9960
<https://www.eguifax.com/personal/credit-report-services/>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze
P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Individuals 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, the addresses where you have lived over the prior five (5) years
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed
6. A legible photocopy of a government issued identification care (state driver's license or ID card, military identification, etc.)
7. Social Security Card, pay stub or W2
8. 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 one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. 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. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) an the PIN number 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. You may also temporarily lift a security freeze for a specified person or time rather than for a specific entity

requests made on line) and three (3) business days (for requests made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified person or period of time.

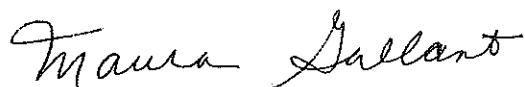
To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN Number or password provided to you when you placed the security freeze.

Although you may implement a security freeze, I want to inform you that the party that received your son's information notified NRHN about receiving the email and that it was deleted. As a result, there is low probability of your son's information being used for fraud. His social security number or other financial information such as insurance number was not part of the information that was received by this individual.

Consistent with our data privacy and security policies, we are taking steps to remind all employees about their responsibilities in protecting patient information that is collected during business. We treat all sensitive patient information in a confidential manner and are proactive in the careful handling of such information. We continue to assess and modify our privacy and data security policies and procedure to prevent similar situation from occurring.

We are sorry this incident occurred and have taken action internally to prevent this type of occurrence in the future. Should you have any questions please do not hesitate to call me at (603) 681-3045.

Sincerely,

A handwritten signature in cursive script that reads "Maura Gallant".

Maura Gallant
Privacy Officer