2024-437



Return to IDX: P.O. Box 989728 West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Cip>>
<<Country>>



March 1, 2024

Subject: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>:

We are writing to notify you about a cybersecurity incident at Spaulding Clinical Research, LLC ("Spaulding Clinical") that affected your personal information. Please read this letter carefully as it contains details about the incident and resources you can utilize to protect your information, including instructions for enrolling in complimentary credit monitoring and identity theft protection services.

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 law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a consumer 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 your credit report may delay, interfere with, or prevent the timely approval of any requests you make 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 three major consumer reporting agencies:

Equifax Security Freeze
P.O. Box 105788
P.O. Box 9554
Atlanta, GA 30348
Allen, TX 75013
1-888-397-3742
www.equifax.com
Experian Security Freeze
P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.experian.com/freeze/center.html
www.transunion.com/credit-freeze

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

- 1. Full name and any suffixes;
- 2. Social Security Number;
- 3. Date of birth;
- 4. If you have moved in the past five years, provide the addresses 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 consumer 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 to allow a specific entity or individual access to your credit report, you must call or send a request to the consumer reporting agencies 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 consumer 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 request to each of the three consumer reporting agencies 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 consumer reporting agencies have three (3) business days after receiving your request to remove the security freeze. No fee is required to be paid to any of the consumer reporting agencies to place, lift or remove a security freeze.

To determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at www.annualcreditreport.com or 1-877-322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

FTC, Consumer Response Center 600 Pennsylvania Ave., NW Washington D.C. 20590 www.ftc.gov/bcp/edu/microsites/idtheft 877-IDTHEFT (438-4338)

We are also providing you with the opportunity to enroll in the IDX identity protection services being provided to you, at no cost, through IDX. These services include 24 months of credit monitoring and identity protection services. To enroll in the credit monitoring and identity protection services at no charge, please log on to https://app.idx.us/account-creation/protect and follow the instructions provided. When prompted please provide the following unique code to receive services: <ENROLLMENT>>. Please note you must enroll by June 1, 2024.

Spaulding Clinical has engaged a special call center to help answer your questions about the incident and services being offered. Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 a.m. to 8:00 p.m. Central time, Monday through Friday, excluding holidays. Please call the call center toll-free at 1-888-867-4002 and provide the representative with your unique code listed above.

¹In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience that this may cause you.

Sincerely,

Jeffrey A. Sanchez

Director of Information Technology Spaulding Clinical Research, LLC 525 South Silverbrook Drive West Bend, Wisconsin 53095