

2024-762

Sage Garden Natural Medicine

53 Bay St. Suite 1, Manchester, NH 03104

Ph: 603-660-7428 - F: 603-215-7059

April 12, 2024

Name

Address

City, State Zip

Dear Name,

Thank you for taking the time to speak with me recently about the data incident (the “Incident”) that Sage Garden Natural Medicine LLC (“Sage Garden”) recently experienced, which involved your personal information (“Information”). This letter provides you with more information about this Incident, our response, further steps you can take to protect your Information, and, if helpful, information on where to direct your questions. As you know, we take the privacy of our patients’ Information seriously, and I apologize for any concern this situation has caused.

What Happened?

On February 28, 2024, we discovered suspicious activity related to the workstation of a contracted employee (the “Contractor”). We immediately began an investigation and took steps to contain the situation, including changing passwords and isolating accounts related to the Contractor. We then engaged experienced data security and privacy professionals to assist our investigation and, on February 29, 2024, determined that your Information was likely accessed without authorization in connection with the Incident.

Based on information from the Contractor, we understand that an unauthorized actor downloaded a computer program onto the Contractor’s workstation, which allowed the unauthorized actor to obtain information from the workstation. The investigation found that the period of unauthorized activity occurred from December 14, 2023, to February 28, 2024.

What Information Was Involved?

Based on the findings of the investigation, the following types of Information may have been involved: name and payment card information.

What We Are Doing.

Upon becoming aware of the Incident, we immediately implemented measures to further improve the security of our systems and practices. After determining that an unauthorized actor obtained information from the Contractor’s workstation, we immediately began analyzing the information involved to confirm the identities of potentially affected individuals and notify them accordingly.

The Sage Garden team has since worked diligently to complete our investigation and add further safeguards to our existing protections. We continue to work with a leading privacy and security firm to

aid in our investigation and response, and we are reporting this Incident to law enforcement and relevant government agencies.

What Can You Do?

As we discussed, we recommended notifying the financial institution connected to your payment card. We are not aware of any further misuse of information related to the Incident. However, out of an abundance of caution, we encourage individuals to remain vigilant against incidents of identity theft and fraud, to review account statements and explanation of benefits forms, and to monitor free credit reports for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one (1) free credit report annually from each of the three (3) major credit reporting bureaus. Additional information and resources are outlined below.

For More Information.

We take this Incident and the security and privacy of information in our care seriously. If you have further questions or concerns, please email us at info@sagegardennaturalmedicine.com or call (603) 660-7428, Monday through Wednesday from 9:00 a.m. to 4:00 p.m. Eastern (excluding major U.S. holidays).

Sincerely,

Dr. Destiny N. Green

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every twelve (12) months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit www.annualcreditreport.com or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one (1) or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Security Freeze. You may obtain a security freeze on your credit report, free of charge, to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may also submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report, free of charge, or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. When you place a security freeze on your credit report, you will be provided with a personal identification number, password, or similar device to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report to a specific party or parties or for a specific period of time after the freeze is in place.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

For Massachusetts residents: You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html.

Protecting Medical Information. If you are concerned about protecting your medical information, the following practices can provide additional safeguards to protect against medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your "explanation of benefits statement" which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.