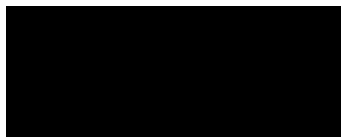




Mental Health Center of North Central Alabama, Inc.

Serving Lawrence, Limestone and Morgan Counties
Lisa S. Coleman, LICSW, Executive Director

May 17, 2024



Notice of Data Breach

Dear [REDACTED],

I am writing to inform you that we, Mental Health Center of North Central Alabama, Inc. (the “Mental Health Center” or “we”) recently experienced a data incident (“Incident”) that potentially involved your personal information (“Information”). This letter provides you with information about this Incident and where you can direct any questions. Additionally, although we are unaware of any misuse of your Information or fraud in connection with the Incident, we have also provided steps you can take to protect your Information as a precaution.

What Happened?

On December 19, 2023, the Mental Health Center discovered unusual activity related to our computer systems that disrupted normal business operations. We immediately began an investigation and took steps to contain and remediate the situation, including implementing endpoint detection and response monitoring, notifying federal law enforcement, and engaging cybersecurity and privacy professionals to assist.

The investigation has found evidence that unauthorized actors accessed the Mental Health Center systems from December 15, 2023, to December 19, 2023. Our investigation determined that unauthorized actors downloaded some of our data, which may have included your Information. There is currently no evidence that any Information has been misused for identity theft or fraud in connection with the Incident.

What Information Was Involved?

There is a possibility that the following types of Information may have been impacted: name, address, birth date, admission date, discharge date, death date, medical record number, provider or facility name, medical condition, diagnosis and/or treatment information, lab results, medications, payment amount history information, insurance payment amount information, date of service, Social Security number, financial account information, credit card number, medical information, health insurance information, driver’s license or state identification number, and any information on an individual that was created, used, or disclosed in the course of providing health care services. Note that this describes general categories of Information identified as present within the affected systems during the Incident and includes categories that are not relevant to each individual whose Information may have been present. If you would like to learn more about the specific types of Information related to you that were impacted, please call us at the number below.

Decatur-Morgan Counseling Center
4110 Hwy. 31 South
Decatur, AL 35603
Telephone (256) 260-1691
Fax (256) 260-7327

Albany Clinic Children’s Services
1315 13th Avenue SE
Decatur, AL 35601
Telephone (256) 260-7306
Fax (256) 350-1661

Administrative Offices
1316 Somerville Rd., SE, Suite 1
Decatur, AL 35601
Telephone (256) 355-6105
Fax (256) 355-6092

Moulton-Lawrence Counseling Center
295 Hospital Street
Moulton, AL 35650
Telephone (256) 974-6697
Fax (256) 974-6685

Athens-Limestone Counseling Center
1307 East Elm Street
Athens, AL 35611
Telephone (256) 232-3661
Fax (256) 230-0139

What We Are Doing.

Upon becoming aware of the Incident, we immediately implemented measures to further improve the security of our systems and practices, including implementing endpoint detection and response monitoring. After determining that unauthorized actors gained access to our systems, we immediately began analyzing the information involved to confirm the identities of potentially affected individuals and notify them. The Mental Health Center team has worked diligently to complete our investigation, add further technical safeguards to our existing protections, and bring systems back online as quickly and securely as possible. We continue to work with leading privacy and security firms to aid in our investigation and response, and we are reporting this Incident to relevant government agencies.

What You Can Do.

To help protect your identity, we are offering a complimentary twenty-four (24) month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: August 2, 2024** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [REDACTED] by August 2, 2024. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

Additionally, it is always recommended that you remain vigilant, regularly monitor free credit reports, review account statements, and report any suspicious activity to financial institutions. Please also review the "Additional Resources" section included with this letter, which outlines other resources you can utilize to protect your Information.

For More Information.

The Mental Health Center takes the security of personal information seriously. If you have any questions, you can contact us at 888-387-9418, Monday through Friday, from 9:00 a.m. to 7:00 p.m. Eastern Time (excluding some U.S. national holidays) or by mail at 1316 Somerville Rd., SE Ste. #1, Decatur, Alabama 35601.

Sincerely,



Lisa Coleman
Executive Director
Mental Health Center of North Central Alabama, Inc.

Encl.

ADDITIONAL RESOURCES

Contact information for the three (3) 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 (3) 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 (1) of the three (3) 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 confirm 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 (3) 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 them 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).

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.

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 have the right to obtain a police report if you are a victim of identity theft.