



Boston Children's Hospital

Where the world comes for answers



**HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL**

Compliance Department

300 Longwood Avenue, BCH3416, Boston, MA 02115
(857) 218-4681 | bostonchildrens.org

May 15, 2024

[REDACTED]
[REDACTED]
[REDACTED]

Re: Privacy at Boston Children's Hospital

Dear [REDACTED],

As the Privacy Officer at Boston Children's Hospital, I am writing to summarize the incident involving your payroll information. We have determined that there was a breach of this information retained in our systems. It was possible that certain elements of your information were viewable on April 4, 2024.

We are truly sorry this happened. The granting of the access was an honest mistake. The information that had the potential to be accessed included your social security number and bank account number.

I apologize for any inconvenience or concern this situation may cause you. This was against our policies, and should not have happened. After a complete investigation, we have taken appropriate corrective actions. Employee privacy is a basic and important right, and members of our workforce are committed to respect this right in all their actions.

Boston Children's Hospital truly values the privacy of our employees. We follow all state and federal laws protecting sensitive information. We take every reasonable step to prevent any unauthorized access, use or disclosure.

You have the right to file a police report. We are also aware that you and your family members are enrolled in the Norton LifeLock benefit offered by your Foundation at no charge. This benefit was available to you prior to the incident, and will continue to be provided. Certain

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protections provided include the implementation of a security freeze. LifeLock can be reached from 9 a.m. to 7 p.m. at (800) 607-9174.

I hope that this response shows our honest commitment to protect the privacy of our employees' data. We will let you know if we find out any more information. If you have any questions or concerns please call me at (857) 218-4681, email me james.downing@childrens.harvard.edu or send mail at the address below. We deeply regret any concern this may have caused.

Sincerely,

A handwritten signature in black ink, appearing to be 'JD' followed by a stylized flourish.

James Downing, JD, CHC, CHPC, CCEP, CIPP/E
Privacy Officer
Boston Children's Hospital
300 Longwood Avenue, BCH3416
Boston, MA 02115