



# MATTAPAN COMMUNITY HEALTH CENTER

1575 Blue Hill Avenue, Mattapan, MA 02126 | ph. 617-296-0061 | fax. 617-296-5408 | [www.mattapanchc.org](http://www.mattapanchc.org)

Date: November 3, 2022

Via Certified Mail, Return Receipt Requested  
And First-Class Mail



Dear [REDACTED],

I am writing on behalf of Mattapan Community Health Center (the "Health Center") to formally notify you about an unauthorized acquisition of your protected health information on April 05, 2022 and unauthorized use of your protected health information ("PHI") and protected information ("PI") that occurred around July 2022. On October 10, 2022, the Health Center learned from you that around July 2022 a former employee of the Health Center improperly disclosed your PHI and PI on social media. We want you to know that the Health Center takes this incident seriously and is committed to ensuring the privacy of all of the individuals it serves.

After learning of this incident, we promptly undertook an investigation. The Health Center's IT team audited your medical records, and discovered that on April 05, 2022, the former employee had inappropriately accessed your medical records when she did not have a reason or authority to do so. As you noted in your complaint and as evidenced by the social media screenshots you emailed us, it appears that your social security number, address, and a portion of your last name were disclosed on in the social media post. You have confirmed to us that the social media page has since been deleted.

To address the situation with the former employee, the Health will be sending her a cease and desist letter ordering her to, among other things, permanently delete the posts with your PHI and PI, destroy or return any Health Center PHI and PI related to you or others that are in her possession, and refrain from any communication of any sort that discloses protected information about you by any means, including but not limited to personal contact, mail, electronic mail, instant message, text message, telephone communications, via web or telephone-based applications, or any type of social media.

Additionally, we continue to educate and reinforce to the Health Center staff about the importance of privacy and their duty to maintain privacy even after they have left our employment to reduce the risk of this type of incident from occurring again. We are also offering you credit monitoring and identity protection services through the service of your choice at no cost to you for 24 months.

Under Massachusetts law, you also 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.

You may also place a security freeze on your 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 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. 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](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, 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.equifax.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. Your 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 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 card (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 a 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) and 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 period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) 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 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. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

**Credit Reports:** In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report, free of charge, once every 12 months from each of the three national credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by call toll free at (877) 322-8228.

**Fraud Alerts:** 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)

**Credit Monitoring:**

To help protect your identity, we are offering a complimentary 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: 2/28/2023 (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]

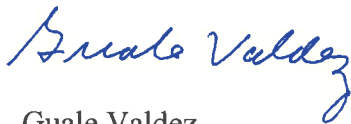
If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by 2/28/2023.

Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

Again, we regret this incident occurred and are committed to ensuring that the appropriate steps are taken as a result of this incident.

If you have any questions, please contact either myself or our Chief Operating Office, Monica David, at 617-296-0061 or by email at [valdezg@matchc.org](mailto:valdezg@matchc.org) or [davidm@matchc.org](mailto:davidm@matchc.org) respectively.

Yours truly,



Guale Valdez

President and CEO