

[On Letterhead]

[Date]

[Name]

[Address]

Dear \_\_\_\_\_:

We are writing to notify you that a breach of security of your personal information may have occurred on [date(s)] at Children's Medical Office of North Andover.

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.

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.

There is no fee for requesting, temporarily lifting, or permanently removing a security freeze with any of the above reporting services.

If you should have any further questions, please contact [ \_\_\_\_\_ ] at [phone number and email].

Sincerely

March \_\_, 2023

[Name]

[Address]

[Address]

Re: Personal Health Information

Dear \_\_\_\_\_,

This letter is being sent to you in compliance with HIPAA (45 CFR §164.404). On \_\_\_\_\_ Children's Medical Office of North Andover ("CMO") discovered that a new cleaning company for its offices had inappropriately disposed of paper materials in the office recycling baskets into the general trash bins for the building rather than into the shredding bins maintained in the office. These materials may have contained personal health information about \_\_\_\_\_. This event was discovered by us on the day following the improper disposal, and the services of the cleaning company were immediately terminated. We have since instituted procedures to ensure that materials intended for shredding are disposed of properly.

We are not certain that any of the materials that were improperly disposed of contained any personal health information of any patients of CMO. Further, we have no evidence or reason to believe that any personal health information of any patient of CMO that may have been contained in the paper materials was disclosed, transmitted, or revealed to any person who was unauthorized to see this information. Nevertheless, we take this incident and the protection of our patients' personal health information extremely seriously. We follow all applicable State and Federal Laws regarding the confidentiality of patient information, and we take every reasonable precaution to prevent the unauthorized use and disclosure of such information. We apologize for this incident.

If you wish to speak to someone at CMO about this notice, please call \_\_\_\_\_ at \_\_\_\_\_.

Sincerely,