

Notice of Data Privacy Event

The Providence Center (“TPC”) is providing notice of an event that may affect the confidentiality of certain client information. TPC is providing details of the event, our response, and steps individuals may take to better protect their information, should they feel it appropriate to do so.

What Happened? TPC is committed to protecting the security and confidentiality of our client’s information. On April 13, 2023, we became aware that a binder containing hand-written medical information went missing. An investigation was promptly undertaken and it was determined that the binder was inadvertently discarded by a staff member of TPC’s cleaning company. The binder included medical information related to a limited number of clients seen between December 2021 through April 11, 2023.

What Information Was Involved. While the specific data elements vary for each potentially affected individual, the scope of information potentially involved includes an individual’s name, medical record number, current symptoms, and plan of care. Our investigation determined that clinical documentation such as assessments and progress notes, as well as financial information, such as payment card information, and Social Security number, were **not** accessed.

What We are Doing. We take this event very seriously and promptly launched an investigation into the lost binder and took action, determine who was potentially affected, and notify appropriate parties. We also implemented additional processes to reduce the risk of similar future events.

What Affected Individuals Can Do. Although TPC is not aware of any misuse of the information, we encourage individuals to remain vigilant against incidents of identity theft and fraud, to review account statements and explanation of benefits forms, and monitor free credit reports for suspicious activity, and detect errors. Affected individuals can find out more about how to better protect against the potential misuse of information below.

For More Information. If affected individuals have any questions regarding this event, they may call 833-753-4934, Option 2, Monday through Friday, from 8:00 a.m. to 4:30 p.m. Eastern Time or email cnecompliance@carene.org

Steps You Can Take to Help Protect Personal Information

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If a consumer is a victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express

authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer's name without consent. Consumers should be aware, however, that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a security freeze, consumers will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state attorney general. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. To file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state attorney general. This notice has not been delayed by law enforcement.