

Mason Therapy, PLLC

December 12th, 2024

Dear

On November 4th 2024, about 9:00 AM, I discovered a potential breach of protected health information stored on my systems. I am sending you this notification as I believe your data may be part of the breach. This letter includes important details about what happened, what I have done in response, additional actions you can take to protect yourself, and how to reach me if you have any questions.

I was temporarily locked out of my apps, I immediately worked to regain access to these apps. I factory reset the devices and changed passwords. On November 7th, there was a suspicious issue with Simple Practice, record keeping app. I attempted to resolve the issue. On November 18th there were unusual issues with phone.com app. While I took steps to secure data, data may have been accessible after possible breaches of proton email app, Simple Practice record keeping app, and Phone.com app.

Based on the information currently available, I believe the following information may have been compromised: names, emails, addresses, dates of birth, diagnostic information, treatment records, insurance card images, and some billing information.

Your trust is important to me. I want you to know what I have done since the discovery of this potential breach to ensure that your data remains safe and secure. I notified local law enforcement of the incident, I immediately changed all passwords and factory reset existing devices, until I was able to get all new hardware. I now have a new iphone, and the laptop I am now using is different hardware with new additional security features, including NorbVPN. The email accounts I was previously using, Proton and Hushmail, were HIPAA compliant and encrypted, and the Simple Practice account was also HIPAA compliant, and each of these apps use many security measures to keep protected health information secure. At this time, I am closing all existing accounts, and attaining all new platforms. The new platforms include: mailhippo, a secure encryption HIPAA compliant email, zoom businss version, HIPAA compliant, and a new iphone for secure calls and messaging. Moving forward, for now, I will be keeping physical records rather than using a cloud based record keeping system. I will continue to seek counsel about cyber security. I will work to ensure that such an incident does not happen in the future.

There are additional steps you can take to protect yourself. Do not open anything from Proton, Hushmail, Phone.com, Simple Practice, or Pubmed if it indicates it is sent from me. I will not be using these platforms anymore. I will not call you for payment over the phone and I will not request payment in email form. An additional step you can take is to obtain regular yearly credit reports.

If you have any questions or concerns, please contact me by phone: (509)507-3264 or email: <https://sendsafe.to/katmas77777@gmail.com>. Address is 123 West Cascade Way, Suite D, Spokane WA, 99208. If you have any reason to believe that data about you has been accessed or distributed,

please contact me immediately.

You can request a free credit report from Experian, TransUnion or Equifax. Experian Regional office location: 475 Anton Blvd, Costa Mesa, CA 92626, Phone: 1 (800)520-1221. Data Breach Support: 1(888)243-6951. TransUnion corporate address: 555 W Adams St, Chicago IL 60661. Phone: 1 (800)916-8800. Credit Freeze: TransUnion LLC, P.O. Box 160 Woodlyn PA 19094, TransUnion LLC, Consumer Dispute Center, P.O. Box 2000, Chester PA 19016. Equifax P.O. Box 740241, Atlanta Georgia, 30374. 1(800)685-1111 automated line or 1(888)878-4329 for a live agent.

Thank you for your understanding.

Katrina Mason