

10/16/2020

Good afternoon,

Attached is the letter template that was individualized and sent to affected patients on October 10th, 2020. At present, 889 patients are identified as having data involved in the breach, although a much smaller number of files appear to have been tampered with/viewed.

We strongly suspect the intruder was a transient looking for a place to stay and happened to break into a room where they discovered files. The Lynnwood police have since made an arrest that may be linked to our break-in. We are awaiting fingerprint analysis.

Organization: The Health and Wellness Clinic, PLLC

Primary Contact: Jennifer Ricker, DC 425-776-3800

Types of Information: Customer Name, Address, Date of Birth, SSN, Driver's License Number, Health History, Treatment Details

Date of Security Breach: August 31st, 2020

[Date]

[Patient Name]
[Patient Address]

Dear [Patient]:

We regret to inform you that our clinic has discovered a breach of your personal information. On August 31, 2020, we discovered that a storage room where patient records were kept was broken into. The storage room is attached to our massage suite (which is separate from the main building) and had an external door which was kept securely locked. The external door also opened into a fenced area where the garbage receptacles were kept. Unfortunately, it appears that over the weekend of August 29-30, 2020, intruder(s) jumped the fence, broke the door, and entered the storage room.

Based on the state of the storage room, we believe the intruder(s) rummaged through files and boxes, removed various papers from files and placed them in a pile, and left behind personal garbage (an empty beverage can and food wrappings). In addition, a box of patient records was missing and presumed to have been taken by the intruder(s). In this way, the intruder(s) had access to all patient records in the storage room, looked through some patient records, and stole a box of patient records. The personal information contained in the patient records included names, addresses, social security numbers, dates of birth, health history and treatment details.

While it is unknown who the intruder(s) were, our clinic has previously had issues with homeless sleeping and loitering around the premises and leaving garbage behind.

To mitigate the risk of this incident, we contacted the police on August 31st, who came to the premises, dusted for prints, and a statement and trespass form were completed. On September 3rd, the missing box of patient records was found by police, having been discarded in a ditch in Stanwood, and we were able to retrieve it.

To mitigate the risk of future incidents, all of the patient records kept in the storage room were promptly moved to an interior room in the main building.

Although we have no reason to believe this was anything other than a random act, with no intent to utilize any of the personal information, we still advise you to immediately take the following steps:

- Call the toll-free numbers of any of the three major credit bureaus (below) to place a fraud alert on your credit report. This can help prevent an identity thief from opening additional accounts in your name. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report, and all three bureaus will provide you a copy of your credit report free of charge.
 - Equifax: (800) 525-6285, www.equifax.com/personal/credit-report-services/credit-fraud-alerts/

- Experian: (888) 397-3742, www.experian.com/fraud/center.html
 - TransUnion: (800) 680-7289, www.transunion.com/fraud-alerts
- Order your credit reports. By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours.
 - Continue to monitor your credit reports. Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information. Through April 20, 2021, Experian, TransUnion and Equifax are offering all U.S. consumers free weekly credit reports through AnnualCreditReport.com.

We apologize for the stress and worry this situation has caused you. We are committed to keeping your information safe and assure you we are doing everything possible to regain your trust in our practice.

Please do not hesitate to contact us with any questions about this incident or if you need additional information on what you should do as a result of the breach, at 425-776-380 healthandwellness.frontdesk@outlook.com .

Sincerely,

Jenni Ricker, DC
The Health & Wellness Clinic