

## **NOTICE OF DATA INCIDENT**

Havenwood of Minnetonka (“Havenwood” or “we”) is providing notice of an incident that may affect protected health information and/or personally identifiable information stored in our systems.

### **What Happened?**

On October 23, 2024, Havenwood detected suspicious activity related to one (1) email account of a staff member (the “Account”). Upon learning of the Incident, we immediately began an investigation and took steps to contain the situation, including changing passwords and engaging data security and privacy professionals to assist. The investigation determined that there was unauthorized activity in the Account from October 17, 2024, through October 23, 2024, and that personal information was acquired by an unauthorized party. There is currently no evidence of identity theft or fraud in connection with this Incident.

### **What Information Was Involved?**

We determined that the following types of information may have been impacted as a result of this incident: name, clinical or treatment information, medical provider name, medical procedure information, medical record number, patient account number, health insurance member ID / group number, health insurance carrier, date of birth, driver’s license / government ID, prescription information, and Social Security number. Note that this describes general categories of information identified as present within the affected email account during the incident and includes categories that are not relevant to each individual whose information may have been present.

If you believe that this incident affected your information and would like to learn more, please call the toll-free assistance line for our dedicated call center at 855-659-0096.

### **What We Are Doing.**

Upon becoming aware of the incident, we immediately began an investigation and took steps to secure the Account, including by changing passwords, blocking an identified suspicious website, recalling a number of unauthorized outbound emails, and conducting a thorough review of the Havenwood email environment. After determining the scope of unauthorized activity, we immediately began analyzing the information involved to confirm the identities of potentially affected individuals and notify them. We continue to work with data security and privacy professionals to aid in our response and reported this incident to relevant government agencies.

### **What Can Impacted Individuals Do?**

It is always recommended that you remain vigilant, regularly monitor free credit reports, review account statements, and report any suspicious activity to financial institutions. You may also consider the information and resources outlined below.

### **For More Information.**

If you have additional questions, you may call our toll-free assistance line at 855-659-0096 Monday through Friday from 9 am to 9 pm Eastern Time (excluding U.S. holidays).

## **Steps You Can Take to Protect Your Personal Information**

To obtain a free credit report, individuals may visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228.

Alternatively, affected individuals can contact the three (3) major credit reporting bureaus directly at the addresses below:

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every twelve (12) months from each of the three (3) nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**Fraud Alert.** You may place a fraud alert in your file by calling one (1) of the three (3) nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

**Security Freeze.** You may obtain a security freeze on your credit report, free of charge, to protect your privacy and confirm that credit is not granted in your name without your knowledge. You may also submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report, free of charge, or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. When you place a security freeze on your credit report, you will be provided with a personal identification number, password, or similar device to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report to a specific party or parties or for a specific period of time after the freeze is in place.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three (3) credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for them as well): (1) full name, with middle initial, and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five (5) years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. Contact information for the Consumer Response Center of the Federal Trade Commission is 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/) or 1-877-IDTHEFT (438-4338).

**For Minnesota Residents:** You may contact the Minnesota Office of the Attorney General, 445 Minnesota Street, Suite 1400, St. Paul, MN 55101, [www.ag.state.mn.us](http://www.ag.state.mn.us), 1-800-657-3787.

**Protecting Medical Information.** If you are concerned about protecting your medical information, the following practices can provide additional safeguards to protect against medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your "explanation of benefits statement" which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.