

NOTICE OF DATA PRIVACY EVENT

ABOUT THE DATA PRIVACY EVENT

Hampton Roads Community Health Center (HRCHC) recently discovered an incident that may affect the security of personal information of certain individuals who received care from HRCHC facilities. We take this incident very seriously, and we have been working diligently, with the assistance of third-party forensic investigators, to determine the full nature and scope of this incident. We are taking additional actions to strengthen the security of our systems moving forward. HRCHC is also contacting the appropriate regulators regarding this incident.

What happened? On December 17, 2018, it was discovered that our information technology infrastructure was breached by an unknown source, which may have contained files with some of your personal information. On December 17, 2018, law enforcement was notified of the breach. We have taken steps to investigate this incident and to prevent similar incidents from occurring again. Among other steps taken to investigate this incident, we filed a report with the FBI Cyber Security Division, encrypted and upgraded our servers with the least security devices, and we are working diligently with law enforcement on their investigation

What information may be affected by this incident?

During our investigation, we determined that the files *possibly* contained: first name, last name, gender, date of birth, health plan(s), plan member identification number(s), and medical condition. In some cases, the files may have contained your address, social security number, credit card information or driver's license number.

Because of the potential nature of the information breach, we suggest you immediately place a fraud alert on your credit files to protect yourself from the possibility of identity theft. To initiate a fraud alert, contact the three major credit reporting agencies listed below. You will then receive letters from the agencies instructing you on how to obtain a free copy of your credit report.

- Equifax (888)766-0008 or www.fraudalert.equifax.com
- Experian (888) 397-3742 or www.experian.com
- TransUnion (800) 680-7289 or www.transunion.com

Additional Information

We will contact you immediately should we learn of any misuse of your information. Although we have not received any indication that the information has been misused because of this incident, you should monitor your credit reports for several months. An initial fraud alert is valid for 90 days.

We are continually reinforcing our existing policies and practices and evaluating additional safeguards to prevent this type of incident from occurring in the future. If we can be of assistance to you, or if you have any questions, please do not hesitate to contact us at 1 (844) 547-2427. We are fully committed to protecting the privacy and security of our patients' health information. Thank you for your time and attention to this matter.