

NOTICE OF DATA INCIDENT

On November 23, 2018, Stonehaven Dental learned that, during the evening of November 21, 2018, someone broke into our Waco dental practice and stole a computer server. The information on the computer server was password-protected and backed up by a HIPAA-compliant cloud-based storage service. Upon learning of the incident, we immediately initiated an investigation to determine the scope of the incident and the impact on our patients. We determined that the server contained the following information: name, address, telephone number, date of birth, medical record number, medical record, insurance information, and in some cases, social security number and driver's license number. Again, this information was secured by two different levels of password protection. At this point, we are not aware of any fraud or identity theft to any individual as a result of this incident, and do not know if any information was actually viewed or accessed by an unauthorized party.

On January 22, 2019, we began sending written notification to all potentially impacted individuals for whom we have a valid mailing address, and have arranged for complimentary identity theft protection services for those individuals.

Affected individuals should refer to the notice they receive in the mail regarding steps they can take to protect themselves. In general, we recommend, as a precautionary measure, that any impacted individuals remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing their account statements and monitoring credit reports closely. If individuals detect any suspicious activity on an account, they should promptly notify the financial institution or company with which the account is maintained. They should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and their state attorney general.

Stonehaven Dental takes the privacy and security of our patients' information very seriously. In response to the incident, we have taken and will continue to take numerous steps to help prevent an incident like this from happening again, including the following: engaging a third party vendor to enhance the physical security of the practice; encrypting all devices containing patient information; and reviewing and improving upon existing safeguards.

Stonehaven Dental apologizes for any inconvenience or concern this incident might cause the affected individuals. Additional information is available via a toll-free inquiry line at 1-866-435-4784 between 8:00 a.m. and 5:30 p.m., Central Time, Monday through Friday.