

## **Notice of Data Privacy Incident**

On November 19, 2024, we mailed notification letters to certain LifeWorks patients whose information may have been involved in a data incident.

Following an employee report of problems with their email account on July 2, 2024, we began an investigation. Once we suspected potential unauthorized access, we brought in a third-party expert to assist with the investigation and data analysis. The investigation determined that between June 21, 2024 and July 2, 2024, an unauthorized party accessed the contents of the employee's email account. On August 28, 2024, we learned that some patient information was contained in the email account and on October 2, 2024, our review determined the types of information involved and to whom the information belonged.

The emails and files contained information that may have included some or all of the following: patients' names, dates of birth, medical record numbers, insurance information, treating physicians, prescription information, and treatment and/or diagnostic information. For a small number of individuals, the emails and files may have also contained their Security numbers, driver's license number or state ID numbers, and/or financial account numbers.

We apologize for any concern or inconvenience this may cause. Patients whose information may have been involved are encouraged to review statements they receive related to their healthcare. If they identify anything unusual related to the healthcare services or the charges for services, they should contact the healthcare entity or health insurer immediately. Additionally, we are offering complimentary identity monitoring services to patients whose Social Security numbers or driver's license numbers may have been involved.

We take this matter very seriously. To help prevent something like this from happening again, we are implementing enhanced safeguards and security measures to further protect our email system.

We also established a dedicated, toll-free call center to help answer questions about the incident. The call center can be reached at 855-278-0569, Monday to Friday, 8:00 am to 8:00 pm Central Time.