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February 27, 2025

VIA ONLINE SUBMISSION

Attorney General Aaron Frey
Office of the Attorney General
Consumer Protection Division
Security Breach Notification
111 Sewall Street, 6th Floor
Augusta, ME 04330

Re: **Carolina Arthritis Associates – Preliminary Notice of Data Security Incident**

Attorney General Frey:

Constangy, Brooks, Smith & Prophete LLP (“Constangy”) represents Carolina Arthritis Associates (“Carolina Arthritis”), a rheumatology practice located at 1710 South 17th Street Wilmington, North Carolina, in connection with the data security incident described in greater detail below. The purpose of this letter is to notify you of the incident in accordance with the Maine data breach notification statute.

1. Nature of the Security Incident

On September 27, 2024, Carolina Arthritis experienced a computer network disruption. Carolina Arthritis immediately took steps to secure its systems and engaged cybersecurity experts to conduct an investigation to determine what happened. The investigation determined that certain files may have been acquired without authorization on or about September 27, 2024. With assistance of additional experts, Carolina Arthritis then undertook a comprehensive programmatic and manual review of the affected data. Carolina Arthritis determined on January 21, 2025 that certain individual information was potentially affected.

2. Number of Affected Maine residents & Information Involved

The incident involved personal information for three (3) Maine residents. The information involved in the incident for the affected Maine residents may have included their Date Of Birth, Medical Treatment Or Procedure Information, Medical Record Number, Medical Provider Name, And Social Security Number. Written notice is being provided in substantially the same for as the letter attached here as *Exhibit A*.

3. Notification to the Affected Individual

On February 27, 2025, a notification letter was mailed to the affected Maine residents by USPS First Class Mail. The notification letter provides resources and steps this individual can take to help protect their information. The notification letter also offers individuals with Social Security number and/or driver's license potentially impacted the opportunity to enroll in 12 months of complimentary identity protection services, including credit monitoring, and identity remediation services, as well as access to a call center for 90 days, should the individual have questions about the incident. Those services are offered by CyberScout, a TransUnion company specializing in fraud assistance and remediation services. A sample notification letter sent to the impacted individual is included with this correspondence.

4. Steps Taken Relating to the Incident

In response to the incident, Carolina Arthritis retained cybersecurity experts and launched a forensics investigation to determine the source and scope of the compromise. Carolina Arthritis also implemented additional security measures to further harden its environment in an effort to prevent a similar event from occurring in the future. Finally, Carolina Arthritis is notifying the affected individual and providing them with steps they can take to protect their personal information as discussed above.

5. Contact Information

Carolina Arthritis remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact Donna Maddux at dmaddux@constangy.com.

Sincerely,



Donna Maddux
Constangy, Brooks, Smith & Prophete, LLP

Encl.: Exhibit A: Sample Notification Letter