

## Substitute Notice of Data Breach

**Date: October 31, 2024**

Lifetime Psychiatry is committed to protecting the privacy and security of our patients' personal information. We are posting this notice to inform you of a recent data security incident.

**What Happened:** Between September 25 and September 27, 2024, an unauthorized individual accessed the mailbox of an employee of Lifetime Psychiatry. Upon detecting suspicious activity, we immediately terminated access to the mailbox on September 27, 2024. After a thorough investigation, we confirmed on October 31, 2024, that the unauthorized individual likely accessed personal information contained in the mailbox.

**What Information Was Involved:** The information potentially accessed includes data used for billing for medical services, such as name, address, telephone number, date of birth, health insurance information, clinical information, and diagnostic and treatment information. Additionally, a relatively small number of individuals may have had their bank account information, credit card data, and social security numbers impacted. We have seen nothing to indicate the mailbox contained detailed treatment information.

**What We Are Doing:** Lifetime Psychiatry values your privacy and deeply regrets this incident occurred. We have engaged with outside security and legal advisors to assist in the investigation and response to this incident. We have also implemented further security measures to protect the privacy and security of patient records, including enhancing our policies and controls concerning the use of multi-factor authentication (MFA) and strengthening our conditional access policies.

**What You Can Do:** Although we are not aware of any specific access or misuse of your personal health information, we advise you to remain vigilant and consider taking the following steps:

- **Place a Fraud Alert:** Contact any of the three major credit bureaus to place a fraud alert on your credit report. This can help prevent an identity thief from opening accounts in your name. You only need to contact one of the credit bureaus, and they will notify the other two.

- Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241.
  - Experian: 1-888-EXPERIAN (1-888-397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013.
  - TransUnion: 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.
- **Review Your Credit Reports:** By establishing a fraud alert, the credit bureaus will send you a free credit report. Examine it closely for signs of fraud, such as credit accounts that are not yours.
  - **Monitor Your Accounts:** Continue to monitor your credit reports and other accounts to ensure an imposter has not opened an account with your personal information.
  - **Enroll in Credit Monitoring:** We have engaged with Equifax to provide credit monitoring at no cost to you. Please visit [www.equifax.com/activate](http://www.equifax.com/activate) and enter your unique Activation Code to enroll.
  - **Contact Law Enforcement:** If you notice any suspicious activity on your credit reports or other account information, contact your local police department and file a report of identity theft. Keep copies of such reports for your records.

**For More Information:** For more information about steps you can take to avoid identity theft, you may contact the Federal Trade Commission:

- By mail: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington DC, 20580
- Via the Internet: [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)
- By phone: 1-877-ID-THEFT (1-877-438-4338)

Lifetime Psychiatry takes this matter seriously and is committed to protecting the privacy and security of the information entrusted to us. We deeply regret any inconvenience caused by this incident and are committed to continued improvement of our policies, procedures, and system controls to better protect our organization and our patient data.

If you have any questions, please call our dedicated call center at 855-295-4913, Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time, excluding major U.S. holidays.

Sincerely,

Lifetime Psychiatry