



## **Notice of Data Security Incident**

DataHEALTH, Inc. ("DataHEALTH"), a cloud hosting, cloud backup, data storage and recovery service provider for the healthcare industry that provides services to health care providers throughout the country. As a part of its service offering, DataHEALTH stores patient personal information for its health care provider customers. DataHEALTH was recently the target of a ransomware attack where a criminal threat actor targeted DataHEALTH customers that receive cloud hosting services. DataHEALTH cloud backup customers were not impacted.

### ***What Happened?***

On November 3, 2021, DataHEALTH learned that it was the target of a criminal ransomware attack. Upon learning of the incident, DataHEALTH immediately took measures to contain the incident, launched an investigation, and cybersecurity forensic experts were engaged. DataHEALTH also notified federal law enforcement. As a result of the investigation, DataHEALTH learned that the unauthorized party accessed certain DataHEALTH servers, obtained data from certain DataHEALTH's servers through a third-party software used by some DataHEALTH hosting services customers, and that some personal information stored by a limited number of DataHEALTH's customers was compromised. DataHEALTH also could not rule out potential access to certain other hosting services customers' data and has therefore also notified those customers of the incident. DataHEALTH's investigation determined that any customers who receive cloud backup services were not impacted by the ransomware incident. Only certain customers that receive DataHEALTH hosting services were actually or potentially impacted.

### ***What Information Was Involved?***

The review determined that the data that was compromised contained personal information of some of the health care providers' patients, including names, addresses, phone numbers, and, in certain instances, medical-related and/or insurance-related information, dates of birth, payment information, and/or Social Security numbers.

### ***What We Are Doing***

On January 20, 2022, DataHEALTH began mailing letters to individuals whose information was compromised and for whom DataHEALTH has mailing addresses. We also established a dedicated call center to answer questions.

DataHEALTH has worked with the third-party software provider to update log-in credentials for all DataHEALTH customers that utilize the software. To help prevent a similar type of incident from occurring in the future, DataHEALTH implemented additional security protocols designed to enhance the security of DataHEALTH's network, internal systems and applications. DataHEALTH will also continue to evaluate additional steps that may be taken to further increase its defenses going forward. In addition, DataHEALTH is continuing to support federal law enforcement's investigation.

### ***What You Can Do***

To learn more about the incident or if you think you may have been affected, please contact (855) 618-3165.



### **For More Information**

The security of your personal information is important to DataHEALTH and DataHEALTH sincerely regrets that this incident occurred. For more information, or if you have any questions or need additional information, please call (855) 618-3165, Monday through Friday, between 8:00 a.m and 5:30 p.m. Central Time (excluding some U.S. Holidays).

### **ADDITIONAL RESOURCES**

#### **Contact information for the three nationwide credit reporting agencies:**

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alerts.** There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

**Security Freeze.** You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, and display your name, current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.



You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For New York residents:** The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**For Connecticut residents:** You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, [www.ct.gov/ag](http://www.ct.gov/ag).

**For Massachusetts residents:** You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, [www.mass.gov/ago/contact-us.html](http://www.mass.gov/ago/contact-us.html)

#### **Reporting of identity theft and obtaining a police report.**

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.