**Notice of Data Incident**

**May 6, 2025** – Primary Health Care, Inc. (“PHC”) writes to inform you of a recent event that impacted some of your personal information. PHC takes this event seriously and the privacy, security, and confidentiality of information in our care is among our highest priorities. While PHC is not aware of any actual or attempted misuse of your information to perpetrate fraud, out of an abundance of caution, we are providing you with an overview of the event, our response, and resources to help further protect your information, should you feel it necessary to do so.

**What Happened?** On March 7, 2025, PHC became aware of the inadvertent disclosure of patient information to a person not authorized to view it. Upon becoming aware, PHC promptly investigated the nature and scope of the event. At this time, we have no evidence any of the information has been misused by a third party, but because information related to you was disclosed, we are notifying you out of full transparency.

We recognize the importance of your information’s confidentiality, and we deeply regret the impact this event may have had on your trust in our services.

We take this matter seriously and are treating it with the utmost urgency, Moreover, we want to emphasize that PHC has communicated with the recipient of the inadvertently disclosed information, and they have provided assurances that the information has been deleted or otherwise destroyed and that it was not copied/disseminated. We understand the gravity of the situation and have taken every measure to rectify the potential impact on your privacy.

**What Information Was Involved?** Based on the investigation, the following information related to potentially impacted individuals may have been subject to unauthorized access: Name, Client/Patient Number, and Insurance information.

Please note that the information above varies for each potentially impacted individual. Affected individuals have been notified by U.S. First Class Mail as to what information was impacted.

**What We Are Doing?** The confidentiality, privacy, and security of information in our care are among our highest priorities. Upon becoming aware of the event, we moved promptly to investigate and respond to the event and notify you. We are notifying you so that you may take further steps to best protect your information, should you feel it is necessary to do so.

In light of the event, PHC is notifying any individuals whose information was impacted by U.S. First Class Mail.

**What You Can Do:** While we have not received any reports of related misuse of personal information relating to the Event, we nevertheless encourage you to remain vigilant against events of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious or unauthorized activity. Additionally, security experts suggest that you contact your financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert on your credit file. Please review the enclosed *Additional Resources to Help Protect**Your Information*, to learn more about how to protect against the possibility of information misuse*.*

**Other Important Information:** We recognize that you may have questions not addressed in this notice. If you have any questions or concerns not addressed in this letter, please call 1-800-405-6108 (toll free) Monday through Friday, during the hours of 9:00 a.m. and 9:00 p.m. Eastern Standard Time (excluding U.S. national holidays).

PHC sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

***ADDITIONAL RESOURCES TO HELP PROTECT YOUR INFORMATION***

**Monitor Your Accounts** We recommend that you remain vigilant for incidents of fraud or identity theft by regularly reviewing your credit reports and financial accounts for any suspicious activity. You should contact the reporting agency using the phone number on the credit report if you find any inaccuracies with your information or if you do not recognize any of the account activity.

You may obtain a free copy of your credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling toll-free at 1-877-322-8228, or by mailing a completed Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report for a fee by contacting one or more of the three national credit reporting agencies.

You have rights under the federal Fair Credit Reporting Act (FCRA). The FCRA governs the collection and use of information about you that is reported by consumer reporting agencies. You can obtain additional information about your rights under the FCRA by visiting <https://www.ftc.gov/legal-library/browse/statutes/fair-credit-reporting-act>.

**Credit Freeze** You have the right to add, temporarily lift and remove a credit freeze, also known as a security freeze, on your credit report at no cost. A credit freeze prevents all third parties, such as credit lenders or other companies, whose use is not exempt under law, from accessing your credit file without your consent. If you have a freeze, you must remove or temporarily lift it to apply for credit. Spouses can request freezes for each other as long as they pass authentication. You can also request a freeze for someone if you have a valid Power of Attorney. If you are a parent/guardian/representative, you can request a freeze for a minor 15 and younger. To add a security freeze on your credit report you must make a separate request to each of the three national consumer reporting agencies by phone, online, or by mail by following the instructions found at their websites (see “Contact Information” below). The following information must be included when requesting a security freeze: (i) full name, with middle initial and any suffixes; (ii) Social Security number; (iii) date of birth (month, day, and year); (iv) current address and any previous addresses for the past five (5) years; (v) proof of current address (such as a copy of a government-issued identification card, a recent utility or telephone bill, or bank or insurance statement); and (vi) other personal information as required by the applicable credit reporting agency.

**Fraud Alert** You have the right to add, extend, or remove a fraud alert on your credit file at no cost. A fraud alert is a statement that is added to your credit file that will notify potential credit grantors that you may be or have been a victim of identity theft. Before they extend credit, they should use reasonable procedures to verify your identity. Please note that, unlike a credit freeze, a fraud alert only notifies lenders to verify your identity before extending new credit, but it does not block access to your credit report. Fraud alerts are free to add and are valid for one year. Victims of identity theft can obtain an extended fraud alert for seven years. You can add a fraud alert by sending your request to any one of the three national reporting agencies by phone, online, or by mail by following the instructions found at their websites (see “Contact Information” below). The agency you contact will then contact the other credit agencies.

**Contact Information** Below is the contact information for the three national credit reporting agencies (Experian, Equifax, and TranUnion) if you would like to add a fraud alert or credit freeze to your credit report.

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| **Credit Reporting Agency** | **Access Your**  **Credit Report** | **Add a Fraud Alert** | **Add a Security Freeze** |
| **Experian** | P.O. Box 2002  Allen, TX 75013-9701  1-866-200-6020  [www.experian.com](http://www.experian.com) | P.O. Box 9554  Allen, TX 75013-9554  1-888-397-3742  <https://www.experian.com/fraud/center.html> | P.O. Box 9554  Allen, TX 75013-9554  1-888-397-3742  [www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html) |
| **Equifax** | P.O. Box 740241  Atlanta, GA 30374-0241  1-866-349-5191  [www.equifax.com](http://www.equifax.com) | P.O. Box 105069  Atlanta, GA 30348-5069  1-800-525-6285  [www.equifax.com/personal/credit-report-services/credit-fraud-alerts](http://www.equifax.com/personal/credit-report-services/credit-fraud-alerts) | P.O. Box 105788  Atlanta, GA 30348-5788  1-888-298-0045  [www.equifax.com/personal/credit--report-services](http://www.equifax.com/personal/credit--report-services) |
| **TransUnion** | P.O. Box 1000  Chester, PA 19016-1000  1-800-888-4213  [www.transunion.com](http://www.transunion.com) | P.O. Box 2000  Chester, PA 19016  1-800-680-7289  [www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts) | P.O. Box 160  Woodlyn, PA 19094  1-800-916-8800  [www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze) |

**Federal Trade Commission**For more information about credit freezes and fraud alerts and other steps you can take to protect yourself against identity theft, you can contact the Federal Trade Commission (FTC) at 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above.

You should also report instances of known or suspected identity theft to local law enforcement and the Attorney General’s office in your home state and you have the right to file a police report and obtain a copy of your police report.