

NOTICE OF DATA PRIVACY EVENT
Walden Psychiatric Associates (“Walden”)

ABOUT THE DATA PRIVACY EVENT

Walden Psychiatric Associates (“Walden”) recently learned of an event that may impact the security of certain personal information. We take this event very seriously and are providing details of the event, our response, and resources available to help protect personal information from possible misuse.

FREQUENTLY ASKED QUESTIONS

Q. What happened? On or around December 13, 2018, Walden became aware that an employee may have engaged in inappropriate use of patient financial information. Upon learning of this allegation, we terminated the employee and removed the employee’s access to our patient data. We also began an investigation to confirm the full nature and scope of the employee’s activity and what patient information may have been at risk. We also reported this incident to local law enforcement. Out of an abundance of caution, we are providing notice to individuals whose information may have been accessed by this employee.

Q. What information was involved? The type of information accessible to the employee included: patient name; patient/parent contact information; patient date of birth, gender, age and marital status; payment/financial information, including financial account or credit/debit card information used in payment for medical services; medical information; and health insurance information.

Q. What is Walden doing to respond? Information privacy and security are among our highest priorities. Upon learning of this event, we immediately began an investigation and terminated the employee. We reported this incident to law enforcement and are actively cooperating with the investigation. In an abundance of caution, we are also notifying current and former patients and their families and providing information so that they may take further steps to better protect their personal information.

Q. What can I do to protect my information?

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your bank account statements, credit or debit card statements, health insurance policy statements, and credit reports and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law adults with established credit are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian
P.O. Box 9554

TransUnion
P.O. Box 2000

Equifax
PO Box 105788

Allen TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

Chester, PA 19016
1-888-909-8872
www.transunion.com/credit-freeze

Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19106
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008
www.equifax.com/personal/credit-report-services

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached 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 have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, www.oag.state.md.us. Walden Psychiatric Associates is located at 69 Hickory Drive, Suite 200, Waltham, MA 02451.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further,

pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, www.ncdoj.gov.

For Rhode Island residents, the Attorney General can be contacted by mail at 150 South Main Street, Providence, RI 02903; by phone at (401) 274-4400; and online at www.riag.ri.gov. A total of four (4) Rhode Island residents were impacted by this incident.

For Massachusetts residents, Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You can also obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement, the FTC, and the Massachusetts Attorney General.

Q. Where can I go for more information? We recognize that you may have questions not addressed in this notice. If you have additional questions, please call our assistance line at 781-647-6711, Monday through Friday, 9:00 a.m. to 5:00 p.m., EST. You may also write to us at 69 Hickory Drive, Suite 2000, Waltham, MA 02451.

Walden remains committed to safeguarding information in our care, and we sincerely regret any inconvenience this incident may cause you.