



Notice of Security Incident

Posted November 14, 2024

Physicians' Primary Care of Southwest Florida ("PPCSF") is giving notice about a recent security incident that may have involved some patient and employee personal information.

On or about September 17, 2024, we were alerted to unauthorized access to our information technology network. Upon discovery, we promptly initiated our incident response protocols and changed passwords throughout the network. Outside professionals were engaged to investigate the nature and scope of the incident. We also deployed 24/7 monitoring software throughout the environment to contain the event and remove any security threats. Law enforcement is also aware of the incident.

Our investigation determined that the unauthorized access likely began on or about September 15, 2024. It was also determined that there was potential access and/or acquisition of certain information during the incident. As such, we commenced a document review process (which includes programmatic and hand reviewing individual documents) to be able to identify individuals who potentially needed to be notified of this incident.

While we have not found proof of any misuse of personal information, in an abundance of caution, we will directly notify individuals who were potentially affected by this incident via first-class U.S. mail at the last known address in our system. For individuals with a social security number or driver's license number at issue, we are providing complimentary credit monitoring and identity theft protection services. Persons potentially affected are encouraged to remain vigilant, carefully monitor financial account statements, healthcare statements, and credit reports, and report any discrepancies to law enforcement.

Data privacy and security are of the utmost importance to us, and we are committed to ensuring the integrity and security of the data entrusted to our care. For more information about this incident and the protective steps an individual may wish to take, individuals can call 1-800-298-2295, between 8:30 am – 5:30 pm, Eastern Time, Monday through Friday (excluding major U.S. holidays). We are fully committed to protecting personal information and sincerely apologize for any concern this incident may have caused.

STEPS YOU CAN TAKE

➤ **FREEZE YOUR CREDIT FILE.** You have a 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. A security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, using a freeze to take control over who gets access to the personal/financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application made regarding a new loan, credit, mortgage, or any other account involving extension of credit. Security freeze generally does not apply to existing account relationships and when a copy of your report is requested by existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities. There is no charge to place or lift a freeze. To place a security freeze on your credit report, contact each of the following credit bureaus and clearly explain in the call/letter that you are requesting a security freeze:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

To request a security freeze, provide your full name (middle initial, Jr., Sr., II, III, etc.), Social Security Number, date of birth; home addresses over the past 5 years; proof of current address such as a current utility bill or telephone bill; photocopy of government issued identification card (driver’s license or ID card, military ID, etc.); and 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. If you request a security freeze via toll-free telephone or other secure electronic means, credit reporting agencies have 1 business day after receiving the request to place the freeze. In the case of a request made by mail, the agencies have 3 business days after receiving your request to place a security freeze on your credit report. Credit agencies must also send written confirmation within 5 business days and provide a unique personal identification number (PIN) or password, or both that can be used to authorize the removal or lifting of the security freeze. To lift the freeze to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and PIN or password provided when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have 3 business days after receiving a request to lift freeze for those identified entities or for the specified period of time. To remove the freeze, you must send a written request to the 3 credit bureaus by mail and include proper identification (name, address, & social security number) and PIN number or password provided when you placed the freeze. The credit bureaus have 3 business days after receiving the request to remove the freeze.

➤ **PLACE FRAUD ALERTS ON YOUR CREDIT FILE.** As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit 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 an alert lasting 7 years. Contact the 3 credit reporting agencies listed above to activate an alert.

➤ **ORDER YOUR FREE ANNUAL CREDIT REPORTS.** Visit www.annualcreditreport.com or call 877-322-8228 to obtain 1 free copy of your credit report annually. Periodically review a copy of your credit report for discrepancies and identify accounts you did not open or inquiries you did not authorize.