



November 16, 2018

Re: Your Family Member's Personal and Health Information

Dear Guardian and/or Family Member:

Although East End Disability Associates, Inc. ("EEDA") has implemented safeguards to protect the confidentiality of your family member's protected health information, we regret to inform you that we have discovered that certain health and personal private information of your family member may have been impermissibly accessed by an unauthorized third-party through a breach of our email system.

On September 28, 2018, we identified that our email system had been hacked by an external third-party. Through our IT investigation we learned that from May 20, 2018 through September 28, 2018, our email system was compromised and the personally identifiable financial and health information of our program participants may have been accessible to an unauthorized third-party. The potentially accessible information included full names, dates of birth, home addresses, account and identification numbers, and diagnoses and treatment information, dating back to 2012.

We want to assure you that EEDA takes all incidents involving individual privacy very seriously, and took immediate action to protect and safeguard our email system. Following our investigation of this occurrence, we have implemented additional safeguards, including dual authentication for email and computer log-in and have revised our policies and procedures related to the internal sharing of personal and health information to prevent a recurrence of this type of incident.

Though the unauthorized party had the opportunity to access all the information in these email accounts, we are unable to determine whether the external party actually accessed or utilized your family member's information contained in these email accounts. Therefore, we recommend that you take measures to protect them as follows:

- Closely monitor your family member's credit cards, bank statements and insurance coverage for unusual activity and inform their banks and other financial institutions of this incident so they can notify you of any suspicious activity.
- Obtain a copy of your family member's credit report by calling (877) 322-8228 or by visiting the website [www.annualcreditreport.com](http://www.annualcreditreport.com). This credit report lists your family member's credit activities, including credit card accounts and any loans. If there is an incident of identity theft regarding your family member's information, it may be reflected in unauthorized, suspicious or unidentifiable activity in their credit report.
- You may also consider placing an initial fraud alert in your family member's credit file. This alert will remain for 90 days, during which time you will be notified if a new account in your family

member's name is opened. If you place an initial fraud alert with any of the three credit bureaus, it will inform the other two should there be such activity in your family member's account. Their contact information is:

- **EQUIFAX:** (800) 525-6285; [www.equifax.com](http://www.equifax.com)
- **EXPERIAN:** (888) 397-3742; [www.experian.com](http://www.experian.com)
- **TRANSUNION:** (800) 680-7289; [www.transunion.com](http://www.transunion.com)

We want to assure you that we fully appreciate your frustration and concern about this event, and we sincerely apologize for any inconvenience that you experience. We have made every effort to ensure that this incident will not be repeated, and will continue to maintain our ongoing, high level of vigilance over the personal information of all our program participants.

If you have additional questions, please feel free to contact Privacy Officer Linda Terchunian directly by telephone at 631-405-3023, by e-mail at [info@eed-a.org](mailto:info@eed-a.org) or by mail at: EEDA, 107 Roanoke Avenue, Riverhead, NY 11901.

Thank you.

Sincerely,

A handwritten signature in black ink that reads "Lisa Meyer Fertal". The signature is written in a cursive, flowing style.

Lisa Meyer Fertal, Chief Executive Officer