

## Notice of Data Privacy Event

**May 3, 2022** – Social Action Community Health System (“SAC Health”) is providing notice of a recent event that may affect the privacy of certain patient information. This notification provides information about the event, our response to it, and resources available to individuals to help protect their information, should they feel it necessary to do so.

***What Happened?*** On March 4, 2022, SAC Health became aware of a break-in to an off-site storage facility where certain limited patient records were housed. Six boxes of paper documents were removed from the facility without authorization. We immediately began working with local authorities to determine the nature and scope of this event and launched a thorough investigation into this matter. SAC Health was able to confirm that certain limited patient documents were impacted by this theft.

On April 22, 2022, we determined that the impacted files related to certain patients served by SAC Health in 1997 and between 2006 and 2020. On May 3, 2022, we began notifying the potentially impacted population.

***What Information Was Involved?*** SAC Health’s analysis revealed that the types of information held by SAC Health and potentially in the stolen storage containers *may* include name, address, date of birth, and diagnosis codes of patients served in 1997 and between 2006 and 2020.

***How Will Individuals Know If They Are Affected By This Incident?*** Based on the nature of access to the information, we concluded that the extent of the access is limited to impacted files related to certain patients served by SAC Health in 1997 and between 2006 and 2020. Out of an abundance of caution, we are sending notice to all individuals included in that population.

***What Is SAC Health Doing?*** Upon learning of this incident, SAC Health moved quickly to investigate and respond. We are assessing all policies and procedures related to the storage of paper data. Although we are unaware of any actual or attempted misuse of information as a result of this incident, we are offering affected individuals access to complimentary credit monitoring through Equifax. In addition, we have provided notice to appropriate regulatory authorities

***Has the information been misused?*** At this time, there is **no** evidence that there has been any use, or attempted use of the information potentially exposed in this incident.

***What You Can Do.*** SAC Health encourages individuals to remain vigilant against incidents of identity theft and fraud, to review account statements and explanation of benefits forms, and to monitor free credit reports for suspicious activity and to detect errors. Under U.S. law individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Individuals may also contact the three major credit bureaus directly to request a free copy of their credit report, place a fraud alert, or a security freeze. Contact information for the credit bureaus is below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud/form-minor-child.html](http://www.experian.com/fraud/form-minor-child.html)

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[www.transunion.com/credit-disputes/child-identity-theft-inquiry-form](http://www.transunion.com/credit-disputes/child-identity-theft-inquiry-form)

**Equifax**

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
<https://www.equifax.com/personal/help/request-child-credit-report/>

Individuals can further educate themselves regarding identity theft, fraud alerts, security freezes, and steps to protect their information by contacting the Federal Trade Commission or the California Attorney General. Instances of known or suspected identity theft should be reported to law enforcement and the state attorney general.

***For More Information.*** We sincerely regret any concern this incident may cause. If individuals have questions about the incident, they may contact SAC Health's toll-free dedicated assistance line at 877-839-2553. This toll-free line is available Monday – Friday from 6:00 am to 6:00 pm PDT. Individuals may also write to SAC Health at 250 S. G Street, San Bernardino, CA 92410.

### **STEPS YOU CAN TAKE TO PROTECT AGAINST IDENTITY THEFT AND FRAUD**

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a 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 a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit 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 credit 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 credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094