

NOTICE OF SECURITY INCIDENT

This notice is to inform our patients about a data security incident that occurred at one of our services providers, Advarra, Inc., that impacted some of our patients. IACT Health, now a division of Centricity Research, takes the protection of your personal information very seriously, and we deeply regret that this incident occurred.

WHAT HAPPENED?

We were recently notified by Advarra of a security incident that happened to its computer networks in late October 2023, which they informed us has since been contained and remediated. Advarra determined that the unauthorized third party acquired certain data stored on its networks. Included among the data on their network were three spreadsheets that originated with us that contained limited personal information about some of our patients.

WHAT INFORMATION WAS INVOLVED?

The documents obtained by the unauthorized third party included information such as a patient's name, date of birth, address, and limited information about medical diagnosis.

The information involved in this incident did **NOT** include any patient's social security number or financial account information.

WHAT IS ADVARRA DOING?

Advarra informed us it took prompt steps to address this incident, including contacting law enforcement and relevant regulators and engaging outside cybersecurity experts to help remediate and ensure the ongoing security of its systems. To further enhance the security of its environment and to prevent something like this from happening again in the future, Advarra has also deployed enhanced cybersecurity protections.

WHAT ARE WE DOING?

We have notified by mail impacted patients for whom we have contact information. We are also posting this notice on our website so that patients for whom we do not have contact information are aware of the incident and can contact us at (866) 983-9303 to determine if they were impacted.

We have also terminated our relationship with Advarra.

WHAT CAN YOU DO?

If you received a written notice from us, we strongly encourage you to review that notice and take advantage of the credit monitoring and identity theft protection services we are providing to you free of charge.

If you have not received a written notice from us, we encourage you to call (866) 983-9303 to find out if your information was impacted. If your information was impacted in this incident, we will provide credit monitoring and identity theft protection services to you free of charge and we encourage you to sign up for these services.

As a best practice, we also recommend you remain vigilant and promptly report any suspicious activity or suspected identity theft to the appropriate government agency or law enforcement authorities.

FOR MORE INFORMATION

We take our responsibility to protect your information extremely seriously, and sincerely regret any inconvenience that this incident may have caused you. If you have any questions regarding this incident, please contact (866) 983-9303, Monday through Friday from 9:00 am to 6:30 pm Eastern time (excluding U.S. holidays).