



C/O ID Experts
PO Box 4219
Everett WA 98204

ENDORSE



NAME

ADDRESS1

ADDRESS2

CSZ

COUNTRY



SEQ
CODE 2D
Ver 11

BREAK

To Enroll, Please Call:

833-953-1740

Or Visit: <https://ide.myidcare.com/ccc>

Enrollment Code:

<<XXXXXXXX>>

November 15, 2019

RE: Notice of Data Incident

Dear <<First Name>> <<Last Name>>,

Choice Cancer Care Treatment Center (“Choice Cancer Care”) writes to make you aware of an incident that may affect the privacy of some of your information. While, to date, we have no evidence of actual or attempted misuse of information related to this incident, this letter provides details of the event, our response, and resources available to you to help protect your information from possible misuse, should you feel it is appropriate to do so.

What Happened? On May 21, 2019, we became aware of suspicious activity relating to a certain Choice Cancer Care employee email account. We commenced an investigation, which included working with a leading third-party forensic investigation firm, to determine the full nature and scope of the incident. The investigation confirmed that an unauthorized actor gained access to one (1) email account between May 1st and May 21st, 2019. Based on this determination, we undertook a diligent programmatic and manual review of the contents of the relevant email account to determine whether personal information may have been present in the email account at the time of the incident and to whom that information related. On September 18, 2019, we determined your personal information was present in the relevant email account. While, to date, we are unaware of any actual or attempted misuse of your personal information, we are providing you this notification out of an abundance of caution because your personal information was present in the email account at the time of the unauthorized access.

What Information Was Involved? Our investigation determined that the information related to you that was present in the email account included your name and <<DATA ELEMENTS>>.

What We Are Doing? Information privacy and security are among our highest priorities. Choice Cancer Care has strict security measures in place to protect information in our care. Upon learning of this incident, we quickly took steps to confirm the security of our employee email accounts. We are reviewing our policies and procedures relating to data security and are conducting additional employee training.

In an abundance of caution, we are notifying potentially affected individuals, including you, so that you may take further steps to protect your personal information, should you feel it is appropriate to do so. As an added precaution, we have arranged to have ID Experts protect your identity for <<LoS>> months at no cost to you. We also reported the incident to relevant state regulators and the U.S. Department of Health and Human Services.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements and explanation of benefits, and to monitor your credit reports for suspicious activity and to detect error. Please also review the information contained in the attached “Steps You Can Take to Protect Your Information.” We encourage you to enroll to receive the identity protection services we are making available to you. More information on these services may be found in the attached “Steps You Can Take to Protect Your Information.”

For More Information. Please contact our dedicated assistance line at 833-953-1740 (toll free), Monday through Friday, 8:00 a.m. to 8:00 p.m., CT. You may also write to us at 7415 Las Colinas Blvd. Suite 100, Irving, Texas 75063.

We sincerely regret any inconvenience this incident may cause you. Choice Cancer Care remains committed to safeguarding information in our care and we will continue to take proactive steps to enhance the security of our systems.

Sincerely,

Choice Cancer Care Treatment Center

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Enroll in Credit Monitoring

We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 833-953-1740 or going to <https://ide.myidcare.com/ccc> and using the Enrollment Code provided above. MyIDCare experts are available Monday through Friday from 8 am - 8 pm Central Time. Please note the deadline to enroll is February 15, 2020.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. MyIDCare representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

1. Website and Enrollment. Go to <https://ide.myidcare.com/ccc> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Activate the credit monitoring provided as part of your MyIDCare membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare will be able to assist you.

3. Telephone. Contact MyIDCare at 833-953-1740 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Monitor Your Accounts

Under U.S. law, you 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 PO Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	TransUnion P.O. Box 160 Woodlyn, PA 19094 1-888-909-8872 www.transunion.com/credit-freeze	Equifax PO Box 105788 Atlanta, GA 30348-5788 1-800-685-1111 www.equifax.com/personal/credit-report-services
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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 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-680-7289

<https://www.transunion.com/fraud-alerts>

Equifax
P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/credit-report-services

Additional Information

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.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-410-528-8662, www.oag.state.md.us.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6000, www.ncdoj.gov. You can obtain information from the Attorney General or the Federal Trade Commission about preventing identity theft.

For Rhode Island residents, the Rhode Island Attorney General can be reached at: 150 South Main Street, Providence, Rhode Island 02903; www.riag.ri.gov, 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are two Rhode Island residents impacted by this incident.

For New York residents, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

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 violators. 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.

Choice Cancer Treatment Center – Privacy Incident Notice

Choice Cancer Care Treatment Center (“Choice Cancer Care”) is providing notice of an incident that may have involved the privacy of certain patient information in its care. While, to date, the investigation found no evidence of actual or attempted misuse of patient information related to this incident, in an abundance of caution, Choice Cancer Care is notifying patients regarding the incident and providing information related to its response and steps individuals may take to protect their personal information, should they feel it appropriate to do so.

What Happened? On May 21, 2019, Choice Cancer Care became aware of suspicious activity relating to a company email account. Choice Cancer Care commenced an investigation, which included working with a leading third-party forensic investigation firm, to determine the full nature and scope of the incident. The investigation confirmed that an unauthorized actor gained access to one (1) email account between May 1st and May 21st, 2019. Based on this determination and working with these third-party experts, Choice Cancer Care undertook a diligent programmatic and manual review of the contents of the relevant email account to determine whether personal information may have been present in the email account at the time of the incident. Through this review, on September 18, 2019, Choice Cancer Care determined personal information was present in the relevant email account. Choice Cancer Care then worked to review the records identified within the relevant email account to determine to whom the information related and confirm contact information for those individuals.

What Information Was Involved? While the investigation found no evidence of actual or attempted misuse of information related to this incident, the review did determine that the information present in the affected email account may include patient name and medical or health insurance information. For a very small number of individuals, the data may also include driver’s license, Social Security number, credit card information, and passport number.

What We Are Doing? The privacy and security of information in its possession are among Choice Cancer Care’s highest priorities and, accordingly, Choice Cancer Care has security measures in place to protect information in its system. Upon learning of this incident, Choice Cancer Care quickly took steps to confirm the security of its employee email accounts and commenced thorough and diligent investigation into the nature and scope of the email activity. Further, Choice Cancer Care is reviewing its policies and procedures relating to data security and conducting additional employee training on data privacy and security.

In an abundance of caution, Choice Cancer Care is notifying potentially affected individuals so that they may take further steps to protect their personal information, should they feel it is appropriate to do so. Choice Cancer Care is also providing access to credit monitoring and identity restoration services through IDEXperts at no cost to potentially impacted patients. Information on how to enroll in these services may be found in the notice letter Choice Cancer Care is mailing to the home address of those patients whose information was present in the relevant email account.

What You Can Do. We encourage all potentially affected individuals to remain vigilant against incidents of identity theft and fraud, to review account statements and explanation of benefits, and to monitor credit reports for suspicious activity and to detect error. Choice Cancer also encourages potentially affected patients enroll in the credit monitoring service and to review the section below entitled “Steps You Can Take to Protect Personal Information,” which contains information on what you can do to protect personal information, should you feel it is appropriate to do so.

For More Information. Please contact our dedicated assistance line at 833-953-1740 (toll free), Monday through Friday, 8:00 a.m. to 8:00 p.m., CT. You may also write to us at 7415 Las Colinas Blvd. Suite 100, Irving, Texas 75063.

We sincerely regret any inconvenience this incident may cause you. Choice Cancer Care remains committed to safeguarding information in our care and we will continue to take proactive steps to enhance the security of our systems.

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Monitor Your Accounts

Under U.S. law, adults 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.

Adults have the right to place a “security freeze” on their credit report, which will prohibit a consumer reporting agency from releasing information in the credit report without 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 PO Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	TransUnion P.O. Box 2000 Chester, PA 19016 1-888-909-8872 www.transunion.com/credit-freeze	Equifax PO Box 105788 Atlanta, GA 30348-5788 1-800-685-1111 www.equifax.com/personal/credit-report-services
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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, adults 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 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 19016 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
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Additional Information

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.

For New York residents, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

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

For Maryland residents, the Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; or www.oag.state.md.us.

For Rhode Island residents, the Rhode Island Attorney General maybe contacted at: 150 South Main Street, Providence, RI 02903; (401) 274-4400; or www.riag.ri.gov. A total of 2 Rhode Island residents are potentially impacted by this incident. You have the right to file and obtain a police report if you ever experience identity theft or fraud. Please note that, in order to file a crime report or incident report with law enforcement for identity theft, you may be asked to provide some kind of proof that you have been a victim.

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 violators. 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.