

Personal Touch Home Care of Greater Portsmouth, Inc.  
C/O Personal Touch Holding Corp.  
1985 Marcus Avenue, Ste 202  
Lake Success, NY 11042  
718-736-7233

January 28, 2020



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## **NOTICE OF DATA BREACH**

Dear Sample A Sample:

**Personal Touch Home Care of Greater Portsmouth, Inc. C/O Personal Touch Holding Corp.**, (the “Covered Entity”) is hereby providing you with a notification regarding a breach that may have affected your protected health information and other personally identifiable information.

### **WHAT HAPPENED:**

On December 1, 2019, the Covered Entity was notified by its cloud-hosting provider, Crossroads Technologies Inc., that there was a breach at its Pennsylvania data center, where the Covered Entity’s electronic medical records are hosted. Crossroads Technologies, Inc. has reported to us that it was the victim of a ransomware attack and that it is investigating the extent of the breach. Although we cannot confirm the extent to which your data was compromised, we are notifying you that the breach occurred, in our efforts to comply with the Health Information Portability and Accountability Act (“HIPAA”).

### **WHAT INFORMATION WAS INVOLVED:**

Crossroads Technologies, Inc. hosts an electronic medical record system that contains your protected health information and personally identifiable information. This information includes medical treatment information, insurance card and health plan benefit numbers, medical record numbers, first and last name, address, telephone numbers, date of birth, and Social Security number. At this time, we cannot confirm to what extent your information was compromised.

### **WHAT WE ARE DOING:**

Upon being notified of a security incident at Crossroads Technologies, Inc., we immediately began working with and corresponding with Crossroads Technologies, Inc. to stay updated regarding the investigation. During the course of the investigation, Crossroads Technologies, Inc. notified us that they were working with third-party forensic analysts and the Federal Bureau of Investigations to determine the origins and scope of the breach.

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Pursuant to applicable law, we will be notifying the U.S. Department of Health and Human Services, Office of Civil Rights (“OCR”), which is responsible for enforcing the HIPAA Privacy and Security Rules. We will fully comply with OCR to meet requirements of the HIPAA Breach Notification Rule, which requires that patients be notified and will cooperate with regard to any further inquiry they may have. We will also be notifying state regulators as required by law.

**WHAT YOU CAN DO:**

As recommended by the Federal Trade Commission (“FTC”), we recommend that you remain vigilant and monitor your account statements, explanation of benefits, and credit bureau reports closely. The FTC also recommends you place a fraud alert on your credit file. A fraud alert notifies creditors that they must contact you before they open any new accounts or make changes to your existing accounts. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for 90 days. You may renew it after 90 days. Additional information is available at <http://www.annualcreditreport.com>. For more information regarding what you can do, see the “Further Information and Steps You Should Take” guidance attached to this letter.

**FOR MORE INFORMATION:**

We value your privacy and deeply regret that this incident occurred. We value you as a patient and appreciate the trust you place in **Personal Touch Home Care of Greater Portsmouth, Inc. C/O Personal Touch Holding Corp.** Please know that we remain committed to your privacy. For further information and assistance please contact us at our toll free number 866-904-6220 between the hours of 6:00 a.m. and 6:00 p.m. PST, Monday to Friday; 8:00 a.m. and 5:00 p.m. Saturday and Sunday [engagement number: **DB17560**] or by e-mail to [PatientQuestions@PTHomecare.com](mailto:PatientQuestions@PTHomecare.com).

Sincerely,

**Personal Touch Home Care of Greater Portsmouth, Inc. C/O Personal Touch Holding Corp.**



By:

Name: Robert Caione

Title: Chief Executive Officer

## FURTHER INFORMATION AND STEPS YOU CAN TAKE

We recommend that you remain vigilant for an incident of fraudulent activity and/or identify theft by monitoring your account statements, explanation of benefits, and free credit monitoring reports closely. We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>.

You can also elect to purchase a copy of your credit report by contacting one of the three national credit-reporting agencies. Contact information for the three national credit-reporting agencies for requesting a copy of your credit report or for general inquiries is provided below:

**Equifax**  
(866) 349-5191  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

**Experian**  
(888) 397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 4500  
Allen, TX 75013

**TransUnion**  
(800) 888-4213  
[www.transunion.com](http://www.transunion.com)  
2 Baldwin Place  
P.O. Box 1000  
Chester, PA 19016

The FTC also suggests that you request that all three credit reports be sent to you, free of charge, for your review. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically.

In some states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, wireless phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement. There is no charge to request a security freeze or to remove a security freeze.

If you believe you are the victim of identity theft, you should contact your local law enforcement, Attorney General's Office and/or the Federal Trade Commission. You can file a report or obtain a report from your local law enforcement. You can also obtain from these sources more information about steps that you can take to avoid identify theft and information about fraud alerts and security freezes. Contact information for the Federal Trade Commission is Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT(1-877-438-4338), <https://www.ftc.gov/> or <http://www.ftc.gov/idtheft>.

**Maryland residents** may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>, or by sending an email to [idtheft@oag.state.md.us](mailto:idtheft@oag.state.md.us), or calling 410-576-6491.



**North Carolina residents** may wish to review information provided by the North Carolina Attorney General at <http://www.ncdoj.gov/Help-for-Victims/ID-Theft-Victims.aspx>, by calling 877-566-7226, or writing to 9001 Mail Service Center, Raleigh, North Carolina 27699.

**Rhode Island residents** may request additional information by contacting the Rhode Island, Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, (401) 274-4400. You also have the right to file or obtain a police report regarding this incident. Approximately fifteen (15) Rhode Island residents were affected in this breach.

**New Mexico residents**, in addition to the rights set forth above, you have additional rights under the Fair Credit Reporting and Identity Security Act (NMSA 1978, § 56-3A-1).

**Massachusetts residents** have the right to obtain a police report regarding this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.