

NOTICE OF DATA PRIVACY EVENT

January 27, 2023 - Hayward Sisters Hospital d/b/a St. Rose Hospital (“St. Rose Hospital”) is providing notice of an event that may have impacted the privacy of certain individuals’ information. St. Rose Hospital takes this incident very seriously and is providing information about the incident, our response to it, and resources available to individuals to help protect their information, should they feel it appropriate to do so.

What Happened? On or around November 29, 2022, St. Rose Hospital discovered suspicious activity on our computer systems. In response, we immediately took steps to secure our systems and initiated an investigation into the nature and scope of the event with the assistance of third-party computer forensic specialists. The investigation determined that an unknown actor gained access to certain computer systems on our network and acquired certain files from those systems on or about November 18, 2022. We identified the affected files on December 13, 2022 and are in the process of conducting a thorough review of the files in order to identify whether any personal or protected health information is contained therein and to whom that information relates. To date, our review has determined that the affected files contain information relating to certain current and former employees, and may contain information of our patients. At the conclusion of the review, we will provide a direct notice, where possible, to the individuals whose information is determined to be affected by this event.

What Information Was Involved? St. Rose Hospital’s review of the contents of the affected files is ongoing. While the specific type of information varies for each individual, at this time we understand the scope of information involved may include: name, date of birth, telephone number, address with zip code, health insurance identification number, social security number, clinical diagnosis and information, lab results, and medication information.

What We Are Doing. The confidentiality, privacy, and security of personal information within our care is among our highest priorities, and we have strict security measures in place to protect information in our care. Upon becoming aware of this incident, we immediately took steps to secure our systems and performed a full investigation. We have implemented additional security measures to further protect against similar incidents moving forward. Federal law enforcement is aware of this incident, and we are cooperating with their investigation. We are also notifying applicable regulators, including the U.S. Department of Health and Human Services.

How Will Individuals Know If They Are Affected By This Incident? At the conclusion of our review, St. Rose Hospital will mail a notice letter to individuals whose information is determined to be in the affected files, and for whom we have a valid mailing address. If an individual does not receive a letter but would like to know if they are affected, they may call our dedicated assistance line, detailed below. Please note that because our review is still ongoing, we may not be able to confirm if any individual’s information is affected until the completion of the review.

What You Can Do. We encourage individuals to remain vigilant against incidents of identity theft and fraud by reviewing your account statements, explanation of benefits forms, and monitoring your 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 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:

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 may need to provide the following information, depending on whether the request is made online, by phone, or by mail:

Website Notice

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:

| Equifax | Experian | TransUnion |
|---|---|---|
| https://www.equifax.com/personal/credit-report-services/ | https://www.experian.com/help/ | https://www.transunion.com/credit-help |
| 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 |

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and 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 and your state Attorney General. This notice has not been delayed by law enforcement.

For More Information. If individuals have questions or would like additional information, they may call St. Rose Hospital's dedicated assistance line at (833) 420-2863 between the hours of 6:00 a.m. to 8:00 p.m. Pacific time, Monday through Friday, or 8:00 a.m. to 5:00 p.m. Pacific time, Saturday and Sunday. This excludes all major U.S. holidays.