

## **A Notice to Clients**

Beech Acres Parenting Center (“Beech Acres”) is committed to protecting the confidentiality and security of our clients’ information. Regrettably, this notice concerns a security incident that may have involved some of that information.

We recently identified suspicious activity within a limited number of employee email accounts. We immediately took steps to secure the email accounts, and a computer forensic firm was engaged to assist with the investigation. On March 22, 2021, the investigation determined that an unauthorized person gained access to the employee email accounts for a limited period of time between December 29, 2020, and March 18, 2021. The investigation was unable to determine whether the unauthorized person viewed any emails or attachments in the email accounts. Out of an abundance of caution, we began a comprehensive review of the emails and attachments contained in the accounts to identify personal information that may have been accessible to the unauthorized person. This review is ongoing. However, we have identified emails and/or attachments in the accounts that contain client information, which may have included some clients’ names, dates of birth, client account numbers, and limited treatment and/or clinical information, such as date(s) of service, and provider name. In some instances, clients’ health insurance information and/or Social Security numbers have also been identified in the accounts.

We regret any concern or inconvenience this incident may cause and remains committed to protecting the confidentiality and security of client information. To help prevent something like this from happening again, we are reinforcing education with its staff regarding how to identify and avoid suspicious emails and is reviewing all devices and systems throughout we to implement improvements for minimizing risk.

Once the review is complete, we will mail letters to clients whose information is identified in the email accounts involved and for whom we have sufficient contact information. For any clients whose Social Security numbers and/or drivers’ license numbers are identified in the emails or attachments, we will offer complimentary credit monitoring and identity protection services. We also recommend that affected clients review any statements they receive from their health insurers and health care providers. If clients see charges for services not received, they should contact the insurer or provider immediately.

If you have any questions, please call 1-855-535-1842, Monday through Friday, from 9 a.m. to 9 p.m. Eastern Time, beginning Tuesday, May 25, 2021.