



April 18, 2024

Subject: Notice of Data Security Incident

Dear ,


I am writing to inform you of a data security incident that may have involved your personal information. At Blackstone Valley Community Health Care (“BVCHC”), we take the privacy and security of individuals’ information very seriously. This is why we are informing you of the incident, providing you with steps you can take to protect your information, and offering you free credit monitoring and identity protection services.

**What Happened?** On November 11, 2023, BVCHC experienced a disruption in our computer network. We immediately initiated an investigation and engaged digital forensics experts to assist us with the process. The forensic investigation determined that certain BVCHC data may have been acquired without authorization during the incident. We conducted a thorough review of the affected data to identify any personal information that may have been involved and worked diligently to validate the results and confirm addresses of the potentially impacted individuals. This process concluded on March 11, 2024, at which time we determined that your information may have been involved. Since that time. We have worked diligently to arrange for written notice of this event.

**What Information Was Involved?** The information may have included your name, medical information, and Social Security number.

**What We Are Doing.** As soon as we discovered this incident, we took the steps described above. We also notified the FBI and will provide whatever cooperation may be necessary to hold the perpetrators accountable. We have also implemented measures to enhance network security and minimize the risk of a similar incident occurring in the future.

In addition, we are providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for 24 months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/bvchcus> and follow the instructions provided. When prompted please provide the following unique code to receive services: 

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**What You Can Do.** In addition to enrolling in the Cyberscout services, you can follow the recommendations on the following page to help protect your information.

**For More Information.** Further information about how to protect your information appears on the following page. If you have questions or need assistance, representatives are available for 90 days from the date of this letter. Please call 1-833-542-2696, Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time, excluding holidays.

We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience this may cause.

Sincerely,

A handwritten signature in black ink, appearing to read "Sandra K. Pardus". The signature is written in a cursive style with a large initial 'S'.

Sandra Pardus, CEO  
Blackstone Valley Community Health Care  
39 East Avenue  
Pawtucket, Rhode Island 02860

## Steps You Can Take to Protect Your Personal Information

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may 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 1-877-322-8228, 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 also can contact one of the following three national credit reporting agencies:

**Equifax**  
P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**  
P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**  
P.O. Box 2000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze 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 obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order 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.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**Federal Trade Commission**  
600 Pennsylvania Ave, NW  
Washington, DC 20580  
consumer.ftc.gov, and  
www.ftc.gov/idtheft  
1-877-438-4338

**Maryland Attorney General**  
200 St. Paul Place  
Baltimore, MD 21202  
marylandattorneygeneral.gov  
1-888-743-0023

**New York Attorney General**  
Bureau of Internet and  
Technology Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433



**North Carolina Attorney  
General**  
9001 Mail Service Center  
Raleigh, NC 27699  
ncdoj.gov  
1-877-566-7226

**Rhode Island Attorney  
General**  
150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
1-401-274-4400

**Washington D.C. Attorney  
General**  
441 4th Street, NW  
Washington, DC 20001  
oag.dc.gov  
1-202-727-3400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit:

[https://www.ftc.gov/system/files/documents/statutes/fair-credit-reporting-act/545a\\_fair-credit-reporting-act-0918.pdf](https://www.ftc.gov/system/files/documents/statutes/fair-credit-reporting-act/545a_fair-credit-reporting-act-0918.pdf).

Blackstone Valley Community Health Care  
c/o Cyberscout  
PO Box 1286  
Dearborn, MI 48120-9998



April 18, 2024

Subject: Notice of Data Security Incident

Dear [Redacted],

I am writing to inform you of a data security incident that may have involved your personal health information. At Blackstone Valley Community Health Care ("BVCHC"), we take the privacy and security of individuals' information very seriously. This is why we are informing you of the incident and providing you with steps you can take to protect your information.

**What Happened?** On November 11, 2023, BVCHC experienced a disruption in our computer network. We immediately initiated an investigation and engaged digital forensics experts to assist us with the process. The forensic investigation determined that certain BVCHC data may have been acquired without authorization during the incident. We conducted a thorough review of the affected data to identify any personal health information that may have been involved and worked diligently to validate the results and confirm addresses of the potentially impacted individuals. This process concluded on March 11, 2024, at which time we determined that your information may have been involved. Since that time, we have worked diligently to arrange for written notice of this event.

**What Information Was Involved?** The information may have included your name, date of birth, health insurance information, provider information, treatment and/or diagnosis information, lab or test results, and patient account and/or medical record number.

**What We Are Doing.** As soon as we discovered this incident, we took the steps described above. We also notified the FBI and will provide whatever cooperation may be necessary to hold the perpetrators accountable. We have also implemented measures to enhance network security and minimize the risk of a similar incident occurring in the future.

**What You Can Do.** You can follow the recommendations on the following page to help protect your information.

**For More Information.** Further information about how to protect your information appears on the following page. If you have questions or need assistance, representatives are available for 90 days from the date of this letter. Please call 1-833-542-2696, Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time, excluding holidays.

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Sandra Pardus, CEO  
Blackstone Valley Community Health Care  
39 East Avenue  
Pawtucket, Rhode Island 02860

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**Steps You Can Take to Protect Your Personal Information**

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**Equifax**  
P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**  
P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**  
P.O. Box 2000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

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**Federal Trade Commission**  
600 Pennsylvania Ave, NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney General**  
200 St. Paul Place  
Baltimore, MD 21202  
[marylandattorneygeneral.gov](http://marylandattorneygeneral.gov)  
1-888-743-0023

**New York Attorney General**  
Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433

**North Carolina Attorney  
General**  
9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Rhode Island Attorney General**  
150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
1-401-274-4400

**Washington D.C. Attorney  
General**  
441 4th Street, NW  
Washington, DC 20001  
[oag.dc.gov](http://oag.dc.gov)  
1-202-727-3400

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[https://www.ftc.gov/system/files/documents/statutes/fair-credit-reporting-act/545a\\_fair-credit-reporting-act-0918.pdf](https://www.ftc.gov/system/files/documents/statutes/fair-credit-reporting-act/545a_fair-credit-reporting-act-0918.pdf).