



ALLIANCE SPINE AND PAIN MGMT., PLLC  
dba FREEDOM SPINE & PAIN CENTER  
1580 S MAIN STREET, SUITE 101  
BOERNE, TX 78006

**PERSONAL & CONFIDENTIAL**

*Via First-Class U.S. Mail*

<<First Name>> <<Last Name>>  
<<Patient Address Line 1>>  
<<Patient Address Line 2>>  
<<Patient City>>, <<Patient State>> <<Patient ZIP Code>>

September 30, 2020

**NOTICE OF DATA BREACH**

Dear <<First Name>> <<Last Name>>:

We write to you as part of Freedom Spine & Pain Center's ("Practice" or "We") commitment to patient privacy. We take the privacy and security of our patients' information very seriously, and it is important to us that you are made fully aware of an incident affecting your protected health information.

**What Happened**

On August 1, 2020, we discovered the email account of an employee was accessed and certain rules added by an unauthorized person. The incident occurred on or around June 12, 2020. The account contained an email with some very limited information about you. After conducting a thorough investigation, we cannot determine if your information was viewed or acquired. Therefore, in abundance of caution, we now notify you about this incident.

**What Information Was Involved**

The email may have contained some or all of following information: first and last name, address, date of birth, phone number, email, health insurance information, dates of service, medical record number, diagnosis code, and current procedural terminology code.

**What We Are Doing**

We immediately investigated the incident, secured the email account, and implemented safeguards aggressively to improve data security and prevent this kind of incident from happening again. The Practice also reported this incident to state and federal authorities.

We are not aware of your information being used inappropriately. However, as a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

**What You Can Do**

We encourage you to enroll in this free credit monitoring service. To enroll, go directly to the *myTrueIdentity* website at **[www.mytrueidentity.com](http://www.mytrueidentity.com)** and in the space referenced as "Enter Activation Code," enter the following 12-letter Activation Code **FDNDVMHBMTZB** and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code **698562** and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and **January 31, 2021**. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number, or are under the age of 18. Enrolling in this service will not affect your credit score.

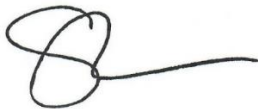
Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes access to an identity restoration program that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

#### **For More Information**

Please contact Practice representatives toll-free at 1 888-396-2144 for questions or to learn additional information. You also can contact the Practice by writing Freedom Spine & Pain Center, Attn: Privacy Officer, 1580 S. Main Street, Suite 101, Boerne, Texas 78006.

Providing your health care needs is a privilege that we do not take for granted. Please know that we greatly value our relationship and wish you and your family continued good health.

Sincerely,

A handwritten signature in black ink, appearing to be 'Dr. Rajesh K. Sharma', with a stylized loop and a long horizontal stroke extending to the right.

Dr. Rajesh K. Sharma  
*President*  
Freedom Spine & Pain Center Ownership



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October 9, 2020

**SUPPLEMENTAL NOTICE OF DATA BREACH**

Dear <<First Name>> <<Last Name>>:

The purpose of this letter is to provide you with additional information concerning the data breach at Freedom Spine & Pain Center ("Practice" or "We") in furtherance of our commitment to patient privacy. As detailed in the previous letter, the email account at issue in the breach may have contained some or all of following information about you: first and last name, address, date of birth, phone number, email, health insurance information, dates of service, medical record number, diagnosis code, and current procedural terminology code. Since the date of the last notice letter, we have discovered that historical emails archived in the account subject to the incident contained your Social Security Number, which was not previously included in the "What Information Was Involved" section of your letter. After completing additional investigative steps, we cannot conclusively determine if your information was viewed or acquired and are therefore, notifying you out of an abundance of caution. We have no evidence at this time to suggest that these historical archived emails were forwarded out of the Practice's system, but feel it is important to make you fully aware of the subject matter of the incident.

As previously detailed, as a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies. We encourage you to enroll in this free credit monitoring service. To enroll, go directly to the *myTrueIdentity* website at [www.mytrueidentity.com](http://www.mytrueidentity.com) and in the space referenced as "Enter Activation Code," enter the following 12-letter Activation Code **FDNDVMHBM TZB** and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code **698562** and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

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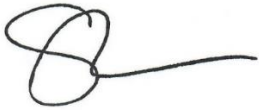
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Sincerely,

A handwritten signature in black ink, consisting of a stylized 'S' followed by a horizontal line.

Dr. Rajesh K. Sharma  
*President*  
Freedom Spine & Pain Center Ownership