

[INSULET LETTERHEAD]

March 18, 2021

Notice of Data Security Incident

Dear Insulet Customer:

We are contacting you because a vendor of Insulet Corporation (“Insulet”) recently experienced a data security incident that could potentially affect some of your protected health information (“PHI”). The vendor disclosed to us how this incident affects a portion of your PHI. Please review this letter carefully to learn about the incident.

What Happened?

On or about January 19, 2021, we received notice from an on-line customer training vendor, Cornerstone On-Demand (“Cornerstone”), that a third party gained unauthorized access to certain of their systems on January 13, 2021. Cornerstone performed an investigation and determined that first and last names, email addresses, Insulet customer training records and online course information may have been accessed, and some of that data may have been downloaded, by an unauthorized third party. We have now completed an extensive review and investigation through which we identified you as a potentially affected individual.

What Information Was Involved?

Cornerstone believes that (1) customer first and last names, (2) email addresses and (3) Insulet customer training records and online course information may have been accessed, and some of that information may have been downloaded, by an unauthorized third party. Cornerstone did not collect any other PHI on our behalf, so no other Insulet customer information about you was exposed by the Cornerstone breach.

What We are Doing

Insulet takes this event very seriously. After discovering the security incident, Cornerstone blocked the unauthorized third party’s access to Cornerstone’s system, reducing the impact of the attack on their system and implemented additional security measures to reduce the likelihood of success of another attack. Independent of this incident, Insulet has begun transitioning online courses to another vendor’s platform, and Insulet will require that Cornerstone delete all Insulet customer data once that transition is complete.

For More Information

If you have any further questions or concerns about this incident, feel free to contact us at our toll-free number 866-915-0009 or by email at privacy@insulet.com. We thank you for your continued support.

David Harlow
Privacy Officer