



Notice of Data Security Incident

Baltimore, Maryland – [September 30, 2022] – Keswick Multi-Care Center (“Keswick”) experienced a data security incident that may involve the personal and protected health information of some individuals it serves. Keswick takes the privacy and security of information in its possession very seriously and sincerely apologizes for any inconvenience this incident may cause. This notice is intended to alert potentially impacted individuals of the incident, steps we are taking in response, and resources available to assist and protect individuals.

What Happened: On May 9, 2022, Keswick was subject to a data security incident that impacted its email environment. On May 26, 2022, Keswick became aware of a potential compromise of personal data when it was discovered that a file containing sensitive information may have been accessed by an unauthorized party. Immediately after discovering the file, Keswick engaged with third party cybersecurity experts to determine the nature and scope of the incident. The investigation, which concluded on July 7, 2022, revealed that an unauthorized party gained access to a compromised email account and may have viewed personal data stored on that account. Then, in July and August 2022, Keswick worked to identify the specific individuals impacted by the underlying incident in order to provide sufficient notice. Keswick was unable to identify any specific individuals impacted and has no reason to believe that any individual’s information has been misused as a result of this event. **Therefore, out of an abundance of caution, Keswick is providing notice to all Keswick residents from the relevant time period, regardless of whether their information was in fact subject to unauthorized access.**

What Information Was Involved: While we have no reason to believe that information has been misused as a result of this incident, we are notifying individuals as a precaution and for purposes of full transparency. Based on the investigation, the unauthorized party may have had access to: Name, Date of Birth, Social Security number, and Medical Assistance number. **However, please note that the information did not include any individual’s financial account information, debit or credit card numbers.**

What We Are Doing: The security and privacy of resident information contained within Keswick’s systems is a top priority, and Keswick is taking additional measures to protect this information. Since the incident, Keswick has continued to strengthen its security posture by adding the following security controls: Restricted remote access to only authorized individuals, implemented multi-factor authentication for remote access where possible, implemented best practices to email and file environments, put more rigorous auditing process in place for our systems, and performed internal/external penetration testing and vulnerability scans.

In light of the incident, Keswick is also offering complimentary credit monitoring and identity theft protection services to all potentially affected individuals. Notification letters were sent to those individuals with the information to enroll in the credit monitoring services. Keswick strongly encourages all individuals to register for this free service.

What You Can Do: Keswick encourages all individuals to remain vigilant against incidents of identity theft and fraud, to review their account statements, and to monitor their credit reports for suspicious or unauthorized activity. Additionally, individuals should contact their financial institution and all major credit bureaus to inform them of the incident and then take whatever steps are recommended by these institutions, which may include placing of a fraud alert on the individual’s account.

Please see below the section titled *Additional Important Information* to learn more about how to protect against potential misuse of your personal information.

For More Information: For individuals seeking more information or questions about this incident, please call Keswick's dedicated toll-free helpline at 1-800-405-6108 between the hours of 8:00 am to 8:00 pm Eastern Time, Monday through Friday.

Once again, Keswick sincerely apologizes for any inconvenience this incident may cause to members of its community and remains dedicated to maintaining the security and protection of all resident information in its control.

Sincerely,

Keswick Multi-Care Center

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Maryland, Rhode Island, Illinois, New York, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General Consumer Protection Division 200, St. Paul Place Baltimore, MD 21202 1-888-743-0023 www.oag.state.md.us

Rhode Island Office of the Attorney General Consumer Protection 150 South Main Street, Providence RI 02903 1-401-274-4400 www.riag.ri.gov

North Carolina Office of the Attorney General Consumer Protection Division, 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com

Federal Trade Commission Consumer Response Center, 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft

New York Office of Attorney General Consumer Frauds & Protection, The Capitol Albany, NY 12224 1-800-771-7755 <https://ag.ny.gov/consumer-frauds/identity-theft>

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

For residents of all states:

Fair Credit Reporting Act: You are also advised that you may have additional rights under the federal Fair Credit Reporting Act.

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf); TransUnion (<https://www.transunion.com/fraud-alerts>); or Experian (<https://www.experian.com/fraud/center.html>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for

all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
[\(800\)-525-6285](tel:(800)525-6285)

[https://www.equifax.com/personal/
credit-report-services/credit-freeze/](https://www.equifax.com/personal/credit-report-services/credit-freeze/)

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
[\(888\)-397-3742](tel:(888)397-3742)

www.experian.com/freeze

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
[\(800\)-680-7289](tel:(800)680-7289)

freeze.transunion.com

More information can also be obtained by contacting the Federal Trade Commission listed above.