



# Hillsides

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[hillsides.org](http://hillsides.org)

CREATING LASTING CHANGE

December 30, 2015

Re: Important Privacy Notification  
Please Read this Entire Letter

Dear Hillsides Client:

On December 8, 2015, Hillsides became aware that an employee had sent internal files containing personally identifiable information (PII) and/or protected health information (PHI) to a personal (non-Hillsides) email address. You have received this letter because PII or PHI belonging to either you or your minor child may have been included in these emails. Upon discovery, the employee was terminated for their violation of company policies; however, to date we have been unable to recover the data files from their personal email account or verify whether the files have been deleted. While we have no evidence that any of your personal information has been further disclosed or misused in any manner, we are providing you with notice of the incidents so you can take any precautions you feel are appropriate or necessary. The following information was sent by this employee to their personal email address on the following dates:

- 10/10/14 - Employee emailed an unencrypted spreadsheet which included staff members' names, hiring dates, job titles, division description, Social Security numbers, home address, zip code, and home phone numbers.
- 11/24/14 - Employee emailed an unencrypted spreadsheet which included staff members' names, hiring dates, job titles, division description, Social Security numbers, home address, zip code, and home phone numbers.
- 9/11/15 - Employee emailed two unencrypted outcome measurement spreadsheets which included client names, therapists, Integrated System numbers, start dates for services, outcome dates, parent partner names, and the name of the rehabilitation specialist. 10/7/15 - Employee emailed an unencrypted outcome measurement spreadsheet which included 26 client names, Integrated System numbers, birth dates, age, therapists, and rehab clinics attended, as well as Outcomes Measures data for 23 clients, which listed the clients' names, gender, birth date, client ID number, address, and group name.
- 10/19/15 - Employee emailed two unencrypted Outcome Measures spreadsheets which included client names, therapists, Integrated System numbers, start dates for services, outcome dates, parent partner names, and the name of the rehabilitation specialist.

Hillsides values your privacy and deeply regrets these incidents occurred. Please be assured that we have taken steps necessary to address the incidents and we are committed to fully protecting all of the information you have entrusted to us. We are working with our legal counsel to ensure all appropriate steps and notifications are being followed. We are also implementing an employee re-training program to reduce the risk of future occurrences and improve our internal security awareness procedures.

We are also notifying affected individuals so you can take personal action, along with our organization's efforts, to reduce or eliminate potential harm.



There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). You should remain vigilant in reviewing account statements and monitoring free credit reports.

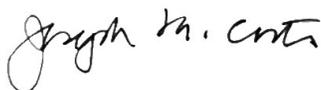
We recommend immediate steps be taken to protect you or your minor child from any potential harm.

1. For persons over the age of 18, you can place a fraud alert with the three credit bureaus listed here and obtain instructions on how to obtain a free credit report. For minors, you can inquire whether a credit file has been opened in the minor's name:
  - a. Experian: (877) 284-7942; [www.experian.com](http://www.experian.com); PO Box 4500, Allen, TX 75013
  - b. Transunion: (800) 680-7289; <http://www.fraud.transunion.com>; Fraud Victim Assistance Division, PO Box 2000, Chester, PA 19022-2000.
  - c. Equifax: (866) 349-5191; <http://www.equifax.com>; PO Box 740241, Atlanta, GA 30374-0241.
2. You may also be able to obtain free copies of your credit report by going to the following website: [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
3. Monitor account statements, explanation of benefits (commonly referred to as EOBs), and credit bureau reports closely. Be sure to promptly report any suspicious activity to the credit reporting agency that is reflecting the information.
4. Contact the Consumer Protection Agency for the state in which you reside.

Hillsides sincerely apologizes for the inconvenience and concern these incidents may have caused you. Your information and privacy are very important to us. We will continue to investigate the incident, to reduce harm to potentially affected individuals, and to protect against future similar occurrences.

You may contact us with questions and concerns in the following way: by calling our Privacy Officer, Toni Aikins, Ph.D., at 1-323-543-2800 between the hours of 8:30 am - 4:30 pm Monday to Friday; sending an email message to [taikins@hillsides.org](mailto:taikins@hillsides.org); and / or addressing a letter to Hillsides Support Services, Attn: Privacy Questions, 815 Colorado Blvd., Suite 300, Los Angeles, CA 90041.

Sincerely,



Joseph M. Costa  
Chief Executive Officer