

AUG 07 2023

CONSUMER PROTECTION

August 1, 2023

Via U.S. Mail

Consumer Protection & Antitrust Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301
Phone: (603) 271-3643
Fax: (603) 271-2110

Re: Notice of Security Breach

To Whom It May Concern:

Our law firm has been retained to represent LifeWorks Wellness Center ("LifeWorks"), located in Clearwater, Florida. In accordance with N.H. Rev. Stat. § 359-C:20, this letter serves as LifeWorks' formal notice to your Office that a data incident/security breach occurred on or about May 20, 2023. To our knowledge, an unauthorized third party accessed LifeWorks' internal servers, which contained some current and former patient and employee personal information. This information included

. According to our investigation, roughly (5) New Hampshire residents may have had their information accessed as a result of this security breach. However, LifeWorks is unaware of any actual misuse of the accessed information.

Upon learning of this incident, LifeWorks immediately engaged a cybersecurity firm to assist in terminating the threat actors' access to LifeWorks' system. The firm also strengthened LifeWorks' internal security systems to work to prevent a reoccurrence of such an attack. LifeWorks reported the incident to the Federal Bureau of Investigation and has been in contact with the Office of the Florida Attorney General.

In response to this incident, LifeWorks distributed written Notice letters (dated 7/26/23) to all LifeWorks patients and/or employees who may have had their personal information accessed. Lifeworks provided conspicuous Notice of the breach on its website, <https://www.lifeworkswellnesscenter.com/>, which will remain on the website for at least after execution. Lifeworks also provided substitute notice through a press release to major national news outlets. A copy of the written Notice and press release are enclosed.

Office of the New Hampshire Attorney General

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August 1, 2023

Please contact me if you have any questions or require any additional information regarding this incident.

Sincerely,

HILL WARD HENDERSON

Robert A. Shimberg



Return Mail Processing
PO Box 999
Suwanee, GA 30024

July 26, 2023

Re: Data Breach Notification

Dear Sample A. Sample:

We are writing to let you know about a data security incident that involves your personal information.

On or around May 20, 2023, there was a data breach of some of LifeWorks Wellness Center's (LifeWorks) internal file systems. To our knowledge, an unauthorized third party accessed some of LifeWorks' servers, which contained some current and former patient and employee personal information. This information included

However, the key patient database, which houses all patient medical and treatment records, was not breached and was not compromised.

You are receiving this letter as a precautionary measure as you have been identified as an individual who had some of their personal information accessed. Although we are unaware of any actual misuse of your information, we are providing notice to you about the incident, and about tools you can use to protect yourself against possible identity theft or fraud.

LifeWorks values the privacy of its patients and employees and has been working with a third party firm to investigate this incident. Additionally, immediately upon learning of the breach, LifeWorks implemented extra security measures to further strengthen its systems to work to prevent a reoccurrence of such an attack. We have also notified the Federal Bureau of Investigation, and are in contact with the Office of the Florida Attorney General.

Please review the important information, on the other side, regarding steps you can take to protect your information.

Should you have any questions or inquiries regarding the security breach and/or your personal information, please contact me at either:

Sincerely,

Jessica Carter
Administrative Director
LifeWorks Wellness Center

STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR 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, the Attorney General's office, and/or the Federal Trade Commission.

To file a complaint with the Federal Trade Commission, go to www.ftc.gov/idtheft or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

- **Copy of Credit Report**

You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at (1-877-322-8228). Contact information for the three (3) nationwide credit reporting agencies is below:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.tuc.com, 1-800-916-8800

- **Fraud Alert and Security Freezes**

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 90 days. 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 www.annualcreditreport.com.

You also have the right to put a security freeze on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. You may do so by contacting one of the reporting agencies.

- **Additional Free Resources on Identity Theft**

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit <http://www.ftc.gov/idtheft> or call 1-877-ID-THEFT (877-438-4338).



For immediate release
July 26, 2023

Press Release

Clearwater, FL -- On or about May 20, 2023, LifeWorks Wellness Center, based in Clearwater, FL experienced a security/data breach of some of their internal computer file systems. Personal information of some current and former patients and employees was accessed by an unauthorized third-party hacker. However, the key patient database, which houses all patient medical and treatment records, was not breached and was not compromised.

Upon learning of the breach, LifeWorks immediately hired a third-party firm to investigate the incident and Lifeworks has strengthened its security measures to prevent a reoccurrence of a breach. Additionally, LifeWorks notified the Federal Bureau of Investigation, and has been in contact with the Office of the Florida Attorney General.

At this time, LifeWorks is not aware of any misuse of the accessed information.

LifeWorks is sending direct mail notices to the identified affected individuals. LifeWorks has posted information about the breach on their website at www.lifeworkswellnesscenter.com.

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