



Andover Podiatry, P.C.  
107 Main Street  
Andover, MA 01810

RECEIVED

DEC 26 2019

CONSUMER PROTECTION

December 23, 2019

***VIA UPS***

Attorney General Gordon MacDonald  
Office of the Attorney General  
Department of Justice  
33 Capitol Street  
Concord, NH 03301

Dear Attorney General MacDonald:

I write to notify you of a breach of security involving personal information of several New Hampshire residents.

Andover Podiatry (“Andover Podiatry” or the “Firm”) has learned that an unknown third party accessed an email account belonging to a Firm employee. Based on the Firm’s investigation and the investigation conducted by a forensic consulting firm it hired, we believe the information potentially exposed to the unauthorized party included some combination of names, addresses, medical information, dates of birth, usernames and passwords, dates of service, provider names, medical record number, patient number, diagnostic/treatment information, surgical information, medications, and/or health insurance information.

Andover Podiatry makes significant efforts to protect your information, but we regrettably experienced an unauthorized access to an employee’s email account. Andover Podiatry has taken steps to examine the accessed account and the Firm’s other computer systems. The Firm believes the incident was limited to the one email account. Andover Podiatry has taken additional steps to prevent any further incidents. The Firm has also alerted law enforcement authorities of this incident, but we have not delayed in notifying our patients pending the outcome of a law enforcement investigation.

The forensic consulting firm and Andover Podiatry have identified 5 individuals with last known addresses in New Hampshire who may have been affected. Andover Podiatry mailed notices to those individuals on or about December 18, 2019. The forensic firm identified that private information for additional individuals were also contained in the email account, but these individuals are not current or former patients of the Firm and the Firm was unable to locate address or contact information for these individuals. Andover Podiatry cannot determine if any

of those individuals reside in New Hampshire. Consequently, Andover Podiatry therefore cannot mail notices or otherwise contact these individuals.

If you have any questions or concerns about this incident, please contact Stephanie Pangalos, Practice Manager, at 978-475-1313 or [spandover@outlook.com](mailto:spandover@outlook.com).

Sincerely,

A handwritten signature in black ink, appearing to read "John M. Hurchik". The signature is fluid and cursive, with the first name "John" being the most prominent part.

John M. Hurchik, DPM