

December 15, 2023

**Via First Class Mail**

Consumer Protection Bureau  
Office of the New Hampshire Attorney General  
33 Capitol Street  
Concord, NH 03301

RE: Notice of Data Security Incident

To Whom It May Concern:

Massachusetts General Hospital, a member of Mass General Brigham, is notifying one (1) New Hampshire resident of a data security incident in accordance NH Rev Stat § 359-C:20. A redacted copy of the notification letter sent via first-class mail on December 13, 2023, is attached to this letter.

On November 8, 2023, we received notice that an employee accidentally sent an email to an external recipient that contained a patient's information. The individual who received the email in error promptly reported it and deleted the email.

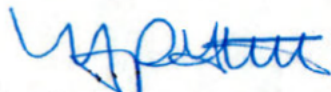
We promptly began an investigation and determined the incident involved the personal information of one (1) New Hampshire resident, including their

\_\_\_\_\_ . We have no evidence of misuse of the personal information.

Mass General Brigham maintains a formal written information Security and Privacy Program. To help prevent something like this happening again, we continue to enhance training and education and hold individuals accountable for their actions. Additionally, we have addressed the incident with the responsible individual.

If you have any questions about the incident, please feel free to contact me at \_\_\_\_\_ during the hours of 9:00 a.m. to 5:00 p.m. Eastern Time Monday through Friday or by email at \_\_\_\_\_

Sincerely,



Mallory Getman  
MGH Privacy Manager

**Enclosures: Redacted Consumer Notification Letter**

December 13, 2023

Dear:

Massachusetts General Hospital (MGH) is committed to protecting the security and confidentiality of our patients' information. Regrettably, we are writing to inform you of an incident involving some of that information and apologize for any concern this may cause.

On November 8, 2023, we learned that an email containing your information was accidentally sent to an incorrect, external recipient. The email contained your

. To date, we have no knowledge that any of your information has been used improperly. However, we are enclosing with this letter a list of various steps that you can take to protect against potential misuse of your protected health information.

We sincerely regret any concern this may cause. MGH takes the privacy and security of our patients' information very seriously. We want to assure you that this matter was appropriately addressed, the individual who received the email in error promptly reported it to the sender and deleted the information they received. To help prevent something like this from happening again, we continue to improve safeguards in place to protect your information and promote training and education of our employees.

If you have any questions about the incident, please feel free to contact me at \_\_\_\_\_ during the hours of 9:00 a.m. to 5:00 p.m. Eastern Time Monday through Friday.

Sincerely,

Mallory Getman  
MGH Privacy Manager

**Enclosures:    Steps you can take to protect your identity**

## **STEPS YOU CAN TAKE TO PROTECT YOUR IDENTITY**

**Security Freeze.** A security freeze prevents credit reporting bureaus from releasing information in your credit file. This can make it harder for identify thieves to open new accounts in your name. Please be aware, however, that placing a security freeze on your credit report may delay approval of any requests you make for new loans, credit, mortgages, or other services.

You have the right to request a security freeze for free. To place a security freeze on your file, you must contact each of the three national credit reporting bureaus. You can contact them by phone, online submission, or mail.

|                                                                                                                                                                                                                                  |                                                                                                                                               |                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Equifax Information Services</b><br>P.O. Box 105788<br>Atlanta, GA 30348<br>1-800-685-1111<br><br><a href="http://www.equifax.com/personal/credit-report-services/">www.equifax.com/<br/>personal/credit-report-services/</a> | <b>Experian</b><br>P.O. Box 9554<br>Allen, TX 75013<br>1-888-397-3742<br><br><a href="http://www.experian.com/help">www.experian.com/help</a> | <b>TransUnion</b><br>P.O. Box 2000<br>Chester, PA 19016<br>1-888-909-8872<br><br><a href="http://www.transunion.com/credit-help">www.transunion.com/<br/>credit-help</a> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

When requesting a security freeze, you will need to provide information to confirm your identity, such as your name, proof of your current address, your prior address if you've moved in the last five years, your date of birth, Social Security number, and other personal information.

A security freeze request made by phone or online will be effective within one hour. Requests by mail take up to three business days from when the bureau gets it to be effective. After requesting a freeze, you will be given a unique personal identification number (PIN) and/or a password. Keep this in a safe place as you will need it to temporarily lift or fully remove the security freeze.

The freeze will remain until you ask the credit bureau to temporarily lift or fully remove it. If the request is made online or by phone, a credit bureau must lift security freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request. There is no charge for placing, lifting, or removing a security freeze.

**Review Your Account Statements.** Carefully review your bank, credit card, and other account statements every month to ensure that your account activity is valid. Report any questionable charges promptly and in writing to the card or account issuer.

**Check Your Credit Report.** Check your credit report to ensure that all your information is correct. You can obtain a free credit report once per year by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 877-322-8228. If you notice any inaccuracies, report the dispute right away to the relevant credit reporting bureau. You can file a dispute on the relevant bureau's website or by contacting them at the number listed on your credit report. You can also report any suspicious activity to your local law enforcement, in which case you should request a copy of the police report and retain it for your records.

**Fraud Alert.** You have the right to request that the credit bureaus place a fraud alert on your file. A fraud alert tells creditors to contact you before opening any new accounts or increasing credit limits on your existing accounts. A fraud alert lasts for one year and is free of charge.

You need to contact only one of the three credit bureaus to place a fraud alert; the one you contact is required by law to contact the other two. For Fraud Alerts, use the credit bureau contact information, provided above in the Security Freeze section.

**Consult the Federal Trade Commission.** For more guidance on steps you can take to protect your information, you also can contact the Federal Trade Commission at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), or at 877-ID-THEFT (877-438-4338), or at the Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, D.C. 20580.