



## Protected Health Information Breach Notification Substitute Notice

This information is in regards to a data breach that occurred at the Human Development Center in Duluth, MN. January 25, 2019 during a routine review of the HDC email logs, it was determined that an employee's email account was compromised and accessed by individuals outside of our HDC workforce on January 16, 2019 and January 18, 2019. After the inappropriate access to the employee's email, the password was immediately changed, and no additional inappropriate email access has occurred.

Upon reviewing the information within the email account, protected health information was found within the email. Information within the email account consisted of client's name, date of birth, our internal HDC client number, internal HDC description of services such as individual therapy or family therapy, and a limited number of procedure codes. HDC believes that the likelihood of this information being accessed or downloaded within the email was low based on the information we reviewed.

HDC has mailed letters to affected individuals with information regarding the data breach as well as provided a substitute notice on the home page of our website <https://www.humandevlopmentcenter.org/>. The clients impacted by this data breach are were seen at HDC in Duluth, MN between 2011 – 2018.

Since the information that was within the email was limited to mostly demographic information, we feel that there is low risk that any harm could come to the individuals that were impacted but wanted to notify you of this issue. We recommend that you take precautionary measures to protect yourself, such as accessing and monitoring your personal credit reports. Under federal law, you have the right to receive, at your request, a free copy of your credit report every 12 months from each of the three consumer credit reporting companies. A credit report can provide information about those who have received your credit history within a certain period of time. You may request a free credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com) or by telephone at 1-877-322-8228.

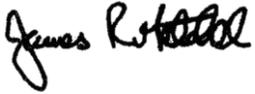
HDC has investigated how this breach happened by working with our workforce members, our email vendor, and a third-party technology company. We have taken some key steps to help us manage inappropriate cybersecurity attacks in the future. We have created new processes for the storage and deletion of emails within our email system. We also have created new process for the exchange of patient information for our internal HDC operations. We also provided our staff additional training on email security as well as cybersecurity attacks that may occur. Lastly, we have implemented a new system that will immediately lock access to any email accounts when someone is attempting to log in outside of our geographic area.

If you have questions regarding this breach or feel that you may be impacted by the data breach, HDC has established a toll-free number for patients dedicated to data breach information. The toll-free number to call is 1-833-201-4088. You can also contact HDC's Health Information Manager/HIPAA Privacy Officer, Matthew Hammitt, at [Hammitt@hdchrc.org](mailto:Hammitt@hdchrc.org) with any questions. You may also contact HDC through mail at 1401 East 1st Street, Duluth, MN 55805.

All media requests can be sent to Chloe Strand, Executive Administrative Assistant at HDC. Her contact information is [Chloe.Strand@hdchrc.org](mailto:Chloe.Strand@hdchrc.org) or (218) 730-2341.

HDC deeply regrets that that this data breach occurred and apologizes for any uneasiness and inconvenience this may cause you. The Human Development Center (HDC) takes seriously its responsibility to protect information about the individuals it serves.

Sincerely,

A handwritten signature in black ink that reads "Jim Getchell". The signature is written in a cursive style with a large, stylized "J" and "G".

Jim Getchell