

Notice of Data Security Incident

BINGHAMTON, NEW YORK – November 10, 2023 – The Children’s Home of Wyoming Conference, (“CHOWC”), is a provider of community services to children and families in coordination with local schools and related community programs, head quartered in Binghamton, New York, that experienced a data security incident. On November 10, 2023, CHOWC notified potentially impacted individuals and provided resources to assist them.

On June 13, 2023, CHOWC discovered unusual activity in two (2) employee email accounts. Following discovery, it immediately took steps to secure the accounts and engaged a dedicated team of external cybersecurity experts to assist in responding to and investigating the incident. The investigation was unable to determine which, if any, emails and attachments were accessed by the unauthorized person. Out of an abundance of caution, CHOWC undertook a review of the full contents of the mailboxes to identify any protected health information that could have possibly been accessed. Following the completion of this comprehensive review, CHOWC confirmed on September 12, 2023, that protected health information was contained in an affected email account.

This incident may have involved information belonging to individuals who may have received medical treatment from CHOWC including patient names, dates of birth, Social Security numbers, addresses, medical record numbers, patient account numbers, health insurance information, diagnosis and treatment information, clinical and prescription information, and/or provider information.

On November 10, 2023, CHOWC sent notification of this incident by way of the United States Postal Service to potentially impacted individuals with identifiable address information and provided resources to assist them. In addition, CHOWC has established a toll-free call center to answer questions about the incident and to address related concerns. Call center representatives are available 8 AM to 5 PM and can be reached at 607-772-6904 ext. 2122 or you can go to www.chowc.org

The privacy and protection of all information is a top priority for CHOWC, and CHOWC deeply regrets any inconvenience or concern this incident may cause.

While CHOWC has no evidence of the misuse of any potentially affected individual’s information as a result of this incident, CHOWC is providing the following information about steps that individuals can take to help protect their information:

What steps can I take to protect my information?

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you review 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, your state attorney general, and/or the Federal Trade Commission (FTC). You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Ave, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.consumer.ftc.gov, www.ftc.gov/idtheft.

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

- *Equifax*, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285, www.equifax.com.
- *Experian*, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com.
- *TransUnion*, P.O. Box 1000, Chester, PA 19016, 1-800-916-8800, www.transunion.com.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state attorney general about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the attorney general in your state.

Additional information for residents of the following states:

Pennsylvania Attorney General

Strawberry Square
Harrisburg, PA 17120
attorneygeneral.gov
717-787-3391

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

Notice of Data Security Incident

BINGHAMTON, NEW YORK – December 1, 2023 – The Children’s Home of Wyoming Conference, (“CHOWC”), is a provider of community services to children and families in coordination with local schools and related community programs, head quartered in Binghamton, New York, that experienced a data security incident. On December 1, 2023, CHOWC notified potentially impacted individuals and provided resources to assist them.

On June 2, 2023, CHOWC discovered unusual activity in its digital environment. Following discovery, it immediately took steps to secure the network and engaged a dedicated team of external cybersecurity experts to assist in responding to and investigating the incident. As a result of the investigation, CHOWC learned that an unauthorized actor acquired certain files and data stored within its systems. Upon learning this, CHOWC launched a comprehensive review of all potentially affected information to identify any protected health information that could have possibly been acquired. Following the completion of this comprehensive review, CHOWC confirmed on October 2, 2023, that protected health information was contained in the affected data.

This incident may have involved information belonging to individuals who may have received medical treatment from CHOWC including patient names, dates of birth, Social Security numbers, addresses, medical record numbers, health insurance information, diagnosis and treatment information, clinical information, and/or provider information.

On December 1, 2023, CHOWC sent notification of this incident by way of the United States Postal Service to potentially impacted individuals with identifiable address information and provided resources to assist them. In addition, CHOWC has established a toll-free call center to answer questions about the incident and to address related concerns. Call center representatives are available between the hours of 8:00 am to 8:00 pm Eastern time, Monday through Friday, excluding holidays, and can be reached at 1-800-405-6108, or by visiting <https://secure.identityforce.com/benefit/chowc>.

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- *Equifax*, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285, www.equifax.com.
- *Experian*, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com.
- *TransUnion*, P.O. Box 1000, Chester, PA 19016, 1-800-916-8800, www.transunion.com.

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