

## **Notice to Our Clients of a Privacy Incident**

Community Health Resources (“CHR”) is committed to protecting the confidentiality of our clients’ information. This notice describes an incident that involved a limited subset of information for some CHR clients.

On November 3, 2020, a CHR staff member sent emails to multiple clients asking them to complete a customer satisfaction survey. The recipient email addresses were inadvertently placed in the “To” section of the email, instead of the “BCC” or blind carbon copy section, making the names and email addresses of all of the recipients visible to any recipient.

Upon learning of this, we immediately took steps to mitigate the situation, including utilization of the email recall function, where possible. We also launched an investigation, through which we determined that some clients’ names and email addresses may have been visible to other email recipients. In addition, the contents of the email could generally suggest that the individuals whose names were listed in the “To” section of the emails were current or former CHR clients. However, the emails did not contain any specific information regarding clients’ treatment, or any information other than clients’ names and email addresses.

On December 28, 2020, we mailed letters to clients whose information may have been involved in the incident. If clients have questions about this incident, they can call 860-697-3328, Monday through Friday, between 9:00 a.m. and 5:00 p.m., Eastern Time, or they can send an email to [rchase@chrhealth.org](mailto:rchase@chrhealth.org).

We ask that clients who received the emails delete them, if they have not done so already. Based on the limited nature of the information involved in this incident, no further action by clients is required at this time.

We sincerely apologize and regret that this situation occurred. We have taken steps to reduce the chance of something like this happening again, including disciplinary action and additional staff training. We are also currently evaluating ways to improve the survey distribution process to help further safeguard client information.