Epilepsy Florida Notifies Patients of Data Security Incident

Miami, Florida – March 30, 2021 – Epilepsy Florida was informed, by our third-party cloud computing vendor, Blackbaud, Inc. ("Blackbaud"), of a data security incident that may have resulted in unauthorized access to the full names of some of its patients. **At this time, based on the information we have received from Blackbaud, we have no reason to believe that any personal information of past or current patients of Epilepsy Florida has been or will be misused as a result of this incident.** However, Epilepsy Florida is notifying, via mail, any patient whose full name may have been accessed to provide details of the incident, and provide resources to help protect potentially affected individuals.

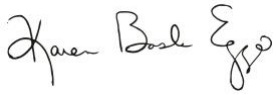
Blackbaud is a cloud computing provider that Epilepsy Florida uses to maintain and store information related to our organization and members of our community. In July 2020, Blackbaud notified hundreds of organizations, including Epilepsy Florida, that Blackbaud experienced a cybersecurity incident in May 2020 which resulted in the exposure of personal information maintained via organizations on Blackbaud's platforms. After receiving notification of the incident, Epilepsy Florida launched an internal investigation and demanded additional information from Blackbaud to determine exactly what happened and how the incident may have impacted our constituents.

For purposes of full disclosure, we feel it is important to inform that based on the information Blackbaud has provided to us, it is possible that some patients' full names may have been exposed to an unauthorized individual as a result of the incident. Please note, however, that Epilepsy Florida does not store social security numbers, financial information, or medical-related information pertaining to our current or former residents on Blackbaud, and, as such, we have no reason to believe any of this sensitive information has been or will be impacted in any way as a result of the incident.

Blackbaud has indicated that it has taken (or plans to take) the following steps to strengthen its cybersecurity post-attack: hardening Blackbaud's environment through enhancements to access management, network segmentation, and deployment of additional endpoint and network-based platforms; steps to improve to the granularity of reporting at both the host and network level to ensure intrusion detection capabilities; accelerating efforts to add multi-factor authentication to all of Blackbaud's self-hosted solutions; ensuring all users reset their passwords regularly; requiring stronger user passwords for certain customers; increasing efforts to migrate customers to Cloud environments (including Microsoft Azure and Amazon Web Services).

Epilepsy Florida sincerely regrets any concern or inconvenience that this matter may cause, and remains dedicated to ensuring the privacy and security of all information in its control. Steps that you may consider taking to protect your information are included on the following page. If you have any questions about this incident, please do not hesitate to call 1-833-903-3648, Monday – Friday, 9am to 9pm EST.

Sincerely,



Karen Basha Egozi
President & CEO
Epilepsy Florida

Additional Important Information

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf); TransUnion (https://www.transunion.com/fraud-alerts); or Experian (https://www.experian.com/fraud/center.html). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
https://www.equifax.com/personal/credit-report-services/credit-freeze/
800-525-6285

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.