

Notice to Our Patients of a Privacy Incident

White Plains Hospital (the "Hospital") is committed to protecting the security and privacy of our patients. Regrettably, we recently learned of an incident that occurred at one of our vendors, Blackbaud, Inc. ("Blackbaud"), that may have involved some Hospital data.

Blackbaud provides White Plains Hospital with customer relationship software that we use for fundraising purposes. Blackbaud notified the Hospital that an unauthorized individual gained access to the Blackbaud systems and acquired backup copies of customer databases, including the database we use for fundraising activities. According to Blackbaud, the incident occurred between February 7, 2020 and May 20, 2020.

The Privacy Office at White Plains Hospital learned of this incident on July 31, 2020. Since that time, the Hospital has been communicating with Blackbaud to better understand the nature and the extent of how its data was involved. Blackbaud has reported it has no reason to believe any information involved in the incident went beyond the unauthorized individual, was or will be misused, or will be disseminated or otherwise made available publicly.

Based on White Plains Hospital's review of the Blackbaud database involved in the incident, it contained some patient information, including names, addresses, dates of birth, patient identifiers, and potentially in some instances, treating physician names, visit dates, and/or reasons for seeking treatment.

Importantly, Social Security numbers and financial account information were **not** stored in the Blackbaud database and were **not** involved in this incident. In addition, the incident did not involve any access to White Plains Hospital's medical record systems.

We want our patients to know that we are taking this matter very seriously. We mailed letters regarding the incident to those whose information was contained in the Blackbaud database on September 30, 2020. We have also established a dedicated call center to answer any questions about this incident, which may be contacted at 833-752-0847, between 9 a.m. - 9 p.m. Eastern Time, Monday through Friday, except holidays.

For any affected patients, we recommend that they review communications from their medical providers and contact the provider directly regarding any services or billing they do not recognize, or any requests for information.

Protecting privacy is one of White Plains Hospital's top priorities. To help prevent something like this from happening again, we are reviewing the way our information is stored with Blackbaud and evaluating Blackbaud's safeguards.