

WEBSITE NOTICE

NOTICE OF DATA PRIVACY EVENT

Cahaba Center for Mental Health (“Cahaba”) is providing notice of a recent data event that may have impacted the confidentiality of information for certain individuals. Cahaba is notifying individuals of the event. This notice provides information about the event, Cahaba’s response, and steps individuals can take. The confidentiality, privacy, and security of information is one of Cahaba’s highest priorities and Cahaba takes this incident very seriously.

On March 28, 2025, Cahaba identified suspicious activity in an employee email account. In response, Cahaba promptly took steps to secure its email system and initiated an investigation into the nature and scope of the activity. The investigation determined that there was unauthorized access to a Cahaba email account on separate occasions between January 22, 2025 and March 28, 2025. While the investigation did not identify whether information within the account was actually accessed, this activity could not be ruled out. Therefore, Cahaba conducted a comprehensive and thorough review of the contents of the involved account to identify the presence of any sensitive information.

This review and investigation was recently completed and determined the types of information for certain individuals was present in the involved email account at the time of the activity included names, demographic information, patient identification and case numbers, dates of birth, medical diagnosis and treatment information, prescription information, driver’s license or state identification numbers, Social Security numbers, financial account information, health insurance information, disability information, and passport numbers. Please note, Cahaba is not aware of any actual or attempted misuse of this information as a result of this incident and is providing notice out of an abundance of caution.

Cahaba takes this event and the security of information in our care very seriously. Upon becoming aware of this event, Cahaba moved quickly to confirm the security of its email system and began an investigation to identify potentially impacted individuals and provide them with notice. As part of Cahaba’s ongoing commitment to the privacy and the security of information, Cahaba is also reviewing existing policies and procedures and have implemented additional safeguards to prevent a similar event in the future.

If you have additional questions, or to inquire as to whether you are impacted by this incident, please call our dedicated assistance line at (833) 757-5652. Call center representatives are available Monday through Friday from 9 am – 9 pm Eastern Time. Potentially affected individuals should remain vigilant against incidents of identity theft and fraud by reviewing account statements, explanation of benefits statements, and monitoring free credit reports for suspicious activity and to detect errors. Suspicious activity should be promptly reported to relevant parties including an insurance company, healthcare provider, and/or financial institution. Additionally, under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.