



 **NAPERVILLE**  
1331 W 75th Street, Suite  
403

 P: (630) 357-3511

 **DOWNERS GROVE**  
6840 Main Street, Suite  
250

 P: (630) 969-3268

Notice of Data Security  
Incident



# Notice of Data Security Incident

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Naper Grove Vision Care ("NGVC") is committed to protecting the privacy and security of all information within its possession. NGVC recently determined that certain patients' information was involved in a data security incident. While there is no evidence that this incident resulted in fraud or misuse of the information involved, NGVC is providing this notice of the incident along with information about steps patients can take in response to this incident.

## What Happened?

On May 24, 2025, NGVC identified unusual network activity. In response, NGVC immediately worked to contain the activity and secure its systems. In addition, NGVC engaged leading, independent cybersecurity experts to investigate. As a result, NGVC later learned that an unauthorized individual acquired and may have accessed certain patient information. Accordingly, NGVC is providing this notice of the incident.

## What Information Was Involved?

The following information for current and former patients may have been involved: names, addresses, dates of birth, driver's license numbers, patient numbers, health insurance numbers and explanation of benefits documentation, and/or medical condition or treatment information. A very limited number of patient Social Security numbers may also have been impacted.

## What Is NGVC Doing?

NGVC takes this incident very seriously. As soon as it discovered this incident, NGVC took the steps described above and implemented measures to enhance security and minimize the risk of a similar incident occurring in the future. NGVC has also established a dedicated, toll-free call center to answer questions about the incident. Call center representatives are available Monday through Friday, from 9:00 am to 9:00 pm Central Time, and can be reached at 1-800-405-6108.

The privacy and protection of personal and protected health information is a top priority for NGVC. NGVC deeply regrets any inconvenience or concern this incident may cause.

## NGVC is providing the following information to help those potentially impacted individuals wanting to know more about steps they can take to protect themselves and their information:

What steps can I take to protect my personal 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, 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).

### 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 1-877-322-8228, 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 also can contact one of the following three national credit reporting agencies directly:

- *Equifax*, P.O. Box 105851, Atlanta, GA 30348, 1-800-525-6285, [www.equifax.com](http://www.equifax.com).
- *Experian*, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com).
- *TransUnion*, P.O. Box 2000, Chester, PA 19016, 1-800-916-8800, [www.transunion.com](http://www.transunion.com).

### Fraud Alert:

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

### Security Freeze:

You have the right to put a security freeze on your credit file at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

### 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.

Trade Commission	Illinois Attorney General
600 Pennsylvania Ave, NW Washington, DC 20580 website: <a href="http://consumer.ftc.gov">consumer.ftc.gov</a> phone: 877-438-4338	115 S. LaSalle Street Chicago, IL 60603 website: <a href="http://illinoisattorneygeneral.gov">illinoisattorneygeneral.gov</a> phone: 312-814-3000

### You also have certain rights under the Fair Credit Reporting Act (FCRA):

These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reportingact.pdf>.

## Contact Us

Full Name\*

Email Address\*

Phone Number\*

Your Message

Submit Message

