

Notice of Data Security Incident

Lubbock, Texas – July 31, 2025 – West Texas Oral Facial Surgery (“WTOFS”) will be notifying current and former patients that their personal information may have been compromised. WTOFS takes the privacy and security of information in its possession very seriously and sincerely apologizes for any inconvenience this incident may cause. This notice is intended to alert potentially impacted individuals of the incident, steps we are taking in response, and resources available to assist and protect individuals.

What Happened WTOFS experienced a network disruption on May 29, 2025. Upon discovering the incident, WTOFS immediately took steps to secure the network environment and engaged cybersecurity experts to conduct an investigation. The investigation determined that certain files may have been acquired without authorization. WTOFS then undertook a comprehensive review of the data potentially impacted in this incident to determine whether personal information may have been involved. After a thorough review of the impacted data, which concluded on July 18, 2025, it was determined an unauthorized third party may have acquired certain individual health information during this incident. **WTOFS is providing written notice to all impacted individuals. WTOFS has no reason to believe that any individual’s information has been misused as a result of this event.**

What Information Was Involved Again, WTFOS has found no evidence that patient information has been misused. However, the following information could have been acquired and disclosed by an unauthorized third party: first name, last name, imaging files (which in limited instances contained date of birth), and reason for seeking treatment. **Notably, the types of information affected were different for each individual, and not every individual had all the above listed elements exposed. Rest assured that patients’ Social Security number and financial information were not impacted in this incident. Additionally, please note that West Texas Oral Facial Surgery’s electronic medical records system and complete medical records were not impacted in this incident.**

What We Are Doing Security and privacy of patient data is among our highest priorities. Upon detecting this incident we moved quickly to initiate a response, which included conducting an investigation with the assistance of IT specialists and confirming the security of our network environment. We notified law enforcement. We have made immediate enhancements to our systems, security and practices. Additionally, we have engaged appropriate experts to assist us in conducting a full review of our security practices and systems to ensure that enhanced security protocols are in place going forward. We are committed to helping those people who may have been impacted by this unfortunate situation.

For More Information For individuals seeking more information or questions about this incident, please call 1-833-397-4916, from 7:00 am to 7:00 pm Central Time, Monday through Friday, excluding holidays.

Thank you for entrusting WTOFS with your healthcare needs. We value the security of the personal data that we maintain, and understand the frustration, concern, and inconvenience that this incident may have caused.