Notice of Data Privacy Event

August 26, 2025

Pineland Community Service Board ("Pineland" or "we") is writing to supplement its prior notice of March 20, 2025 in which Pineland provided information regarding a recent data privacy event (the "Event"). While we are unaware of any attempted or actual misuse of individuals' information at this time, we are providing you with this updated notice to inform you of the Event, our response, and steps you may take to help protect your information, should you feel it necessary to do so. The confidentiality, privacy, and security of information in Pineland's care is one of its highest priorities and Pineland takes this Event very seriously.

What Happened? As a reminder, on January 20, 2025, Pineland became aware of suspicious activity involving our network and immediately began an investigation to determine the full nature and scope of the activity and to restore functionality to the impacted systems. The investigation determined that certain Pineland systems were accessed by an unauthorized actor at various times between November 24, 2024 and January 20, 2025, and during this time, certain information stored within our environment was viewed or taken by the unauthorized actor. Upon becoming aware of this information, Pineland began a diligent and comprehensive review process to identify sensitive information that was contained within the impacted files, and to identify the individuals whose information may have been impacted. Pineland then worked to identify appropriate contact information for impacted individuals. That process recently completed, at which point Pineland mailed written notification letters to potentially impacted individuals.

What Information Was Involved? The following types of information are present in the impacted files: individuals' names and dates of birth, Social Security numbers, and medical information including, but not limited to, medical billing information, medical treatment information, dates of service, diagnosis information, medical record information, and guardian information, amongst potentially other related types of data.

What We Are Doing. Pineland takes the Event and the security of information in our care very seriously. Upon becoming aware of the above referenced suspicious activity, we moved immediately to investigate and respond to the same. The investigation included taking steps to assess the security of our network, and further secure the same, taking steps in order to be able to continue our normal operations, to the extent possible, reviewing the relevant and involved files, working to notify potentially involved patients and associated individuals, and notifying federal law enforcement and regulators, as applicable. As part of our ongoing commitment to the privacy and the security of our environment, we are also reviewing our existing policies and procedures. We also mailed written notification directly to potentially impacted individuals which included an offer of complimentary credit monitoring and resources available for them to further protect their information to the extent they feel it appropriate to do so.

What You Can Do. In general, 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. Additional information and resources may be found below in the *Steps You Can Take to Protect Personal Information* section of this notice.

For More Information. If you have questions on this notice, you may contact our dedicated assistance line at 1-833-998-6731, toll-free, from 8:00 am-8:00 pm EST. You may also write to Pineland at 5 West Altman Street, Statesboro, GA 30458.

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Monitor Accounts 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 one-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/get-credit-report https://www.transunion.com/credit-freeze https://www.transunion.com/fraud-alerts
1-888-298-0045	1-888-397-3742	1-833-799-5355
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion, 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, P.O. Box 2000, Chester, PA 19016

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 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. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; (202) 442-9828; and oag.dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and https://www.marylandattorneygeneral.gov/.

For New Mexico residents, consumers have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in their credit file has been used against them, the right to know what is in their credit file, the right to ask for their credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to consumers' files is limited; consumers must give consent for credit reports to be provided to employers; consumers may limit "prescreened" offers of credit and insurance based on information in their credit report; and consumers may seek damages from violators. Consumers may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage consumers to review their rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or https://ag.ny.gov.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are approximately 2 Rhode Island residents that may be impacted by this event.