

Notice of Data Incident

Santa Ana, California – August 28, 2025 – Reimagine Network (“Reimagine”) will be notifying certain current and former patients that their personal information may have been compromised as part of security incident. Reimagine 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 Reimagine experienced a network disruption on June 23, 2025. Upon discovering the incident, Reimagine 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. Reimagine 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 August 6, 2025, it was determined an unauthorized third party may have acquired certain individual health information during this incident. **Reimagine is providing written notice to all impacted individuals. As of this writing, Reimagine has not received any reports of misuse of information and/or related identity theft since the date the incident was discovered.**

What Information Was Involved Again, Reimagine 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, address, phone number, date of birth, Social Security number, diagnosis/conditions, medications, and health insurance information. **Notably, the types of information affected were different for each individual, and not every individual had all the above listed elements exposed.**

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. We have also reviewed and enhanced our technical safeguards to prevent a similar incident. Additionally, we are committed to helping those people who may have been impacted by this unfortunate situation.

The notification letter to the potentially impacted individuals includes steps that they can take to protect their information. In order to address any concerns and mitigate any exposure or risk of harm following this incident, Reimagine has arranged for complimentary credit monitoring services and identity theft protection services to all potentially impacted individuals at no cost to them for a period of twelve months. Reimagine recommends that individuals enroll in the services provided and follow the recommendations contained within the notification letter to ensure their information is protected.

For More Information For individuals seeking more information or questions about this incident, please call 1-833-426-8884, from 8:00 am to 8:00 pm Eastern Time, Monday through Friday, excluding holidays.

Thank you for entrusting Reimagine 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.

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