



Notice of Data Security Incident

Suntree Internal Medicine is notifying individuals whose personal information may have been involved in a network security incident. We take privacy and security of individual information very seriously. This statement is intended to notify potentially impacted individuals about the incident, steps Suntree Internal Medicine has taken in response, and resources available to assist and protect individuals.

What Happened?

On September 28, 2025, Suntree Internal Medicine identified unusual activity within a portion of our digital environment. We took steps to secure our network and engaged cybersecurity experts to investigate the incident.

The investigation determined that certain files may have been accessed or acquired without authorization. We then conducted a detailed review to determine what information was contained in those files and which individuals may have been affected.

Suntree Internal Medicine has no evidence of misuse, or attempted misuse, of any potentially affected information.

What Information Was Involved?

Suntree Internal Medicine’s investigation identified instances of name, address, medical treatment information, and health insurance information exposure for certain patients as a result of this incident. **Notably, the types of information affected were different for each individual, and not every individual had all the above listed elements exposed.**

Patients’ Social Security numbers, credit-card information, and bank-account information were not affected by this incident.

What Are We Doing?

Upon learning of the incident, we secured the affected portion of our network, engaged cybersecurity experts to investigate, and implemented additional security measures to reduce the risk of a similar incident occurring in the future.

What Can You Do?

As a general precaution, the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits statement” which you receive from your health insurance company. Follow up with your health insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records to verify their accuracy and authenticity.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

For More Information

Individuals seeking more information or with questions about this incident may contact the dedicated call center at 833-851-4841 from 8:00 AM to 8:00 PM ET, Monday through Friday, excluding holidays.

We value the trust you place in Suntree Internal Medicine and remain committed to protecting the privacy and security of your information.

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