

Notice of Data Security Incident

North Florida Women's Care ("NFWC") recently received notice from a prior service provider, Aesto, LLC d/b/a Aesto Health ("Aesto") of a data incident that impacted NFWC patient data. NFWC systems were not impacted and are secure.

Aesto previously provided healthcare data migration and archiving services for NFWC. On or about December 18, 2025, Aesto experienced a network security incident that impacted a limited portion of its Amazon Web Services infrastructure. Upon detecting the unauthorized activity, Aesto immediately contained the incident and commenced an investigation. As part of Aesto's investigation, they engaged cybersecurity experts to identify what personal information, if any, was involved.

After a forensic investigation and manual document review, on May 26, 2026, Aesto confirmed that between December 2, 2025 and December 18, 2025, certain protected health information belonging to NFWC may have been accessed and/or acquired by an unauthorized actor. Impacted information may contain names, addresses, and some combination of dates of birth, medical record numbers, hospital units, physician names, and for a limited number of individuals, Social Security numbers.

Aesto has no evidence that any protected health information has been or will be misused for identity theft or financial fraud as a direct result of this incident. However, out of an abundance of caution, Aesto notified NFWC of the incident.

Letters are being mailed to impacted individuals with information about the incident and instructions for enrolling in identity protection services. Impacted individuals should monitor their estimates of benefits (EOBs) and contact their provider if they identify suspicious activity. It is also a good idea to monitor credit reports and financial statements and immediately report any suspicious activity to the appropriate financial institution. Individuals can also obtain more information about how to protect their identity from the Federal Trade Commission at www.identitytheft.gov.

For any questions regarding this incident, please call the dedicated and confidential toll-free response line that Aesto has set up to respond to questions at 833-918-8060. This response line is staffed with professionals familiar with this incident and knowledgeable on what individuals can do to protect against misuse of their information. The response line is available Monday through Friday, 8 am – 8 pm Central Time (excluding major U.S. holidays). Be prepared to provide the following engagement number B167683.