

Longview ER Operations, LLC Notice of Data Privacy Event
August 11, 2026

On July 22, 2026, Longview ER Operations, LLC doing business as Hospitality Health ER (“Longview”) became aware of suspicious activity within our network. In response, we promptly took steps to secure our network and initiated an investigation into the nature and scope of the suspicious activity with assistance from third-party cybersecurity and digital forensic specialists. The investigation determined Longview’s network was subjected to unauthorized access resulting in certain files being copied by an unknown actor. As such, Longview will be undertaking a comprehensive review of the contents of the affected files to identify protected health information contained therein and to whom that information relates. Once our review is complete, we will move as quickly as possible to directly notify patients whose information is present in the affected files and provide details about the types of information at issue for each individual. Please note that this incident is limited to Longview’s network. There is no indication of compromise to Tyler ER Operations d/b/a Hospitality Health ER or Galveston ER Operations d/b/a Hospitality Health ER as a result of this incident.

Longview treats our responsibility to safeguard the information in our possession as an utmost priority. As such, we responded quickly to this incident and have been working diligently to complete a thorough investigation to determine the full nature and scope of the incident and provide complete and accurate notice to individuals. We also notified the U.S. Department of Health and Human Services.

At the conclusion of our data review, Longview will mail a notice letter to individuals whose information is determined to be in the affected files and for whom we have a valid mailing address. Please note that because the investigation is still ongoing, we are not able to confirm whether any individual’s information is affected until our review is complete.

If you have additional questions or concerns, Longview has established a dedicated assistance line at 903-475-0990 between the hours of 8:00 am and 8:00 pm daily for any questions patients may have regarding this incident.

As a precautionary measure, Longview encourages potentially impacted individuals to remain vigilant against incidents of identity theft and fraud by reviewing their accounts and credit reports for suspicious activity, and to report any suspicious activity to the affiliated institutions immediately. Individuals may contact the three major credit reporting agencies for advice on how to obtain free credit reports and how to place fraud alerts and security freezes on credit files. The relevant contact information is below.

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 1-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:

- Full name (including middle initial as well as Jr., Sr., II, III, etc.);
- Social Security number;
- Date of birth;
- Addresses for the prior two to five years;
- Proof of current address, such as a current utility bill or telephone bill;
- A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
- 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 you 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/credit-help
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 Fraud Alert, 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 Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

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