

Urology Austin Notifies Patients of Data Security Incident

AUSTIN, TX– March 22, 2017– Urology Austin has become aware of a data security incident that may have involved the personal and protected health information of its patients. We have sent notification to the potentially involved patients to notify them of this incident and to provide resources to assist them.

On January 22, 2017, Urology Austin was the victim of a ransomware attack that encrypted the data stored on our servers. Within minutes, we were alerted to the attack, our computer network was shut down, and we began an investigation. We also began to take steps to restore the impacted data and our operations. Through our investigation, we determined that some patient information was impacted by the ransomware. That information includes patient names, addresses, dates of birth, Social Security numbers, and medical information.

We take the security of our patients' information very seriously and we have taken steps to prevent a similar event from occurring in the future, including strengthening our security measures and ensuring that our networks and systems are now secure.

The notification letters sent out include information about the incident and steps potentially impacted individuals can take to monitor and protect their personal information. We have established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 8:00 a.m. to 5:00 p.m., Central Time and can be reached at 1-800-877-2611. In addition, out of an abundance of caution, we are offering potentially impacted individuals monitoring and identity theft resolution services through Kroll at no cost.

The privacy and protection of patient information is a top priority, and we deeply regret any inconvenience or concern this incident may cause.

The following information is provided to help patients or others wanting more information on steps they can take to protect themselves:

What steps can I take to protect my personal information?

- If you detect any suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- Obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the e-mail and letter, and is also listed at the bottom of this page.
- Please notify your financial institution immediately of any unauthorized transactions made or new accounts opened in your name.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at www.ftc.gov/idtheft.
- Additional information on what you can do to better protect yourself is included in your letter.

What should I do to protect myself from payment card/credit card fraud?

We suggest you review your debit and credit card statements carefully for any unusual activity. If you see anything you do not understand or that looks suspicious, you should contact the issuer of the debit or credit card immediately.

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is included in the e-mail and letter, and is also listed at the bottom of this page:

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

Contact information for the three nationwide credit reporting agencies is as follows:

Equifax Security Freeze	Experian Security Freeze	TransUnion (FVAD)
PO Box 105788	PO Box 9554	PO Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
1-800-685-1111	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com