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October 4, 2023

VIA E-MAIL

Office of the Attorney General of Iowa
Consumer Protection Division
Security Breach Notifications
1305 E. Walnut Street
Des Moines, IA 50319-0106
E-mail: consumer@ag.iowa.gov

Re: Notice of Data Event

To Whom It May Concern:

We represent DMS Health Technologies (“DMS”) located at 728 East Beaton Drive, Suite 101, West Fargo, ND 58078, and are writing to notify your office of an incident that occurred at DMS and that may affect the security of certain personal information relating to two thousand two hundred one (2,201) Iowa residents. DMS is providing this notice on behalf of Adair County Health System, Boone County Hospital, Burgess Health Center, Cherokee Regional Medical Center, Clarke County Hospital, Grundy County Memorial Hospital, Humboldt County Memorial Hospital, Loring Hospital, Madison County Memorial Hospital, Orange City Area Health System, Pender Community Hospital, Regional Health Services of Howard County, Ringgold County Hospital, Sanford Health, and Van Diest Medical Center for which it provides imaging services. This notice may be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, DMS does not waive any rights or defenses regarding the applicability of Iowa law, the applicability of the Iowa data event notification statute, or personal jurisdiction.

Nature of the Data Event

On April 23, 2023, DMS became aware of suspicious activity related to certain computer systems. DMS immediately launched an investigation, with the assistance of third-party forensic specialists, to secure its network and determine the nature and scope of the activity. The investigation determined that there was unauthorized access to DMS’s network between March 27 and April 24, 2023, and the unauthorized actor had the ability to access certain information stored on the network during the period of access. Therefore, DMS undertook a comprehensive review of the data at risk

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to assess if any sensitive information could be affected and to whom it related. Although the forensic investigation did not identify definitive proof that any information was acquired, DMS is notifying individuals whose information could have been affected. The information that could have been subject to unauthorized access includes name, date of birth, and medical treatment information.

Notice to Iowa Residents

On September 13, 2023, DMS provided written notice of this incident to two thousand two hundred one (2,201) Iowa residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*. As DMS does not own the majority of the data at issue, it provided notice to appropriate data owners who requested that DMS provide notice to your office on their behalf. DMS may supplement this notice to report additional residents have been notified on behalf of data owners.

Other Steps Taken and To Be Taken

Upon discovering the event, DMS moved quickly to investigate, assess the security of its systems, and identify potentially affected individuals. Further, DMS notified federal law enforcement of the event and is working to implement additional safeguards. DMS is also providing individuals whose Social Security number could have been affected by this incident with access to credit monitoring services for twelve (12) months through Kroll at no cost to the individuals.

Additionally, DMS is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. DMS is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Moreover, DMS is providing written notice of this incident to relevant state and federal regulators, and to the three major credit reporting agencies, Equifax, Experian, and TransUnion.

Office of the Iowa Attorney General

October 4, 2023

Page 3

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4259.

Very truly yours,

A handwritten signature in black ink, appearing to read "Colin D. Scanlon". The signature is fluid and cursive, with the first name "Colin" being the most prominent.

Colin D. Scanlon of
MULLEN COUGHLIN LLC

CDS/jc2
Enclosure

EXHIBIT A



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

<<b2b_text_1 (NOTICE OF [SUBJECT HEADER])>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

DMS Health Technologies ("DMS"), which is a business partner providing imaging services to <<b2b_text_2 (Covered Entity)>>, is writing to inform you of an incident that may involve some of your information. We are providing you with information about the event, our response, and resources available to you to help protect your information, should you feel it appropriate to do so.

What Happened? On April 23, 2023, DMS became aware of suspicious activity related to certain computer systems. We immediately launched an investigation, with the assistance of third-party forensic specialists, to secure our network and determine the nature and scope of the activity. The investigation determined that there was unauthorized access to DMS's network between March 27 and April 24, 2023, and the unauthorized actor had the ability to access certain information stored on the network during the period of access. Therefore, DMS undertook a comprehensive review of the data at risk to assess if any sensitive information could be affected and to whom it related. Although our forensics team has not identified definitive proof that any information was acquired, as an added precaution, we are notifying you because certain information related to you could be affected.

What Information Was Involved? The types of information potentially affected by this incident include your: <<b2b_text_3 (Data Elements)>>. DMS has no indication that your information has been misused in relation to this incident.

What We Are Doing. We take this event and the security of your information very seriously. Upon learning of this event, we immediately took steps to secure our network and implement additional administrative and technical safeguards to further secure the information in our care. Notice was also provided to federal law enforcement and the Department of Health and Human Services as part of our comprehensive incident response. Additionally, out of an abundance of caution, DMS is providing you with twelve (12) months of complimentary identity monitoring services through Kroll. Although we are covering the cost of these services, you will need to complete the activation process yourself. Instructions on how to activate the services can be found in the enclosure.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements, explanation of benefits, and monitoring your free credit reports for suspicious activity. You can also find out more about how to safeguard your information in the enclosed *Steps You Can Take to Help Protect Personal Information*.

For More Information. If you have questions, you may call our dedicated assistance line at [xxx-xxx-xxxx](tel:xxx-xxx-xxxx), Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time excluding major U.S. holidays. You may also write to DMS directly at 728 East Beaton Drive, Suite 101, West Fargo, ND 58078.

Sincerely,

A handwritten signature in black ink that reads "Patrick Doyle".

Patrick Doyle
CEO
DMS Health Technologies

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Activate the Monitoring Services

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6 (activation date)>> to activate your identity monitoring services.

Membership Number: **Membership**

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to help protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

Monitor Your Accounts

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:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;

6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. 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 consumers 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	1-800-916-8800
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

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

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; 202-727-3400; and oag.dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.

For New Mexico residents, consumers have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in their credit file has been used against them, the right to know what is in their credit file, the right to ask for their credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to consumers' files is limited; consumers must give consent for credit reports to be provided to employers; consumers may limit "prescreened" offers of credit and insurance based on information in their credit report; and consumers may seek damages from violators. Consumers may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage consumers to review their rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. [There are approximately \[#\] Rhode Island residents that may be impacted by this event.](#)