

DataXport Notifies Patients of Data Security Incident

El Paso, Texas: January 27, 2022 – DataXport.Net, LLC (“DataXport”) has become aware of a data security incident that may have involved the personal and protected health information belonging to patients of the El Paso Pulmonary Association. DataXport has sent notification to the potentially involved individuals to notify them about this incident and provide resources to assist them.

On or about September 8, 2021, DataXport learned of an incident that resulted in unauthorized access to its digital environment. Upon discovering this activity, DataXport secured its network and began an investigation. DataXport engaged a leading computer forensic firm and cybersecurity experts to assist with this process and the restoration of operations for DataXport and its customers. On or about October 1, 2021, our investigation revealed that information belonging to El Paso Pulmonary Association’s patients may have been accessed in this incident.

There is no evidence of the misuse of any information potentially involved in this incident. However, on December 17, 2021, DataXport sent notification letters to the individuals potentially involved in this incident providing them information about what happened and steps they can take to protect their personal information.

Based on the investigation of the incident, the following personal and protected health information may have been involved in the incident: patient information submitted to insurance companies and/or patient medical diagnoses.

DataXport and the El Paso Pulmonary Association take the security of patient information seriously, and DataXport is taking steps to prevent a similar event from occurring in the future, including revising policies and procedures, changing passwords/strengthening password requirements, implementing additional technical safeguards, and improving physical security. The notification letters sent to potentially affected individuals also include information about steps that individuals can take to protect their information.

DataXport and the El Paso Pulmonary Association established a toll-free call center to answer questions about the incident and related concerns. The call center is available Monday through Friday from 7:00 a.m. to 7:00 p.m. Mountain Standard Time and can be reached at 1-833-820-0901.

The privacy and protection of personal and protected health information is a top priority for both DataXport and El Paso Pulmonary Association, which deeply regrets any inconvenience or concern this incident may cause.

While we have no evidence of the misuse of any potentially affected individual’s information, we are providing the following information to help those wanting to know more about steps they can take to protect themselves and their personal information:

What steps can I take to protect my personal information?

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in our name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- You can request a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, 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 listed at the bottom of this page.
- 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 notification letter.

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. Use the following contact information for the three nationwide credit reporting agencies:

TransUnion	Experian	Equifax
P.O. Box 1000	P.O. Box 9532	P.O. Box 105851
Chester, PA 19016	Allen, TX 75013	Atlanta, GA 30348
1-800-916-8800	1-888-397-3742	1-800-685-1111
www.transunion.com	www.experian.com	www.equifax.com

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.

How do I put a security freeze on my credit reports?

You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) address. You may also be asked to provide other personal information such as your email address, a copy of a government-issued identification card, and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and

current mailing address, and the date of issue. There is no charge to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian Security Freeze
PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion (FVAD)
PO Box 2000
Chester, PA 19022
1-800-909-8872
www.transunion.com

What should I do if my family member was involved in the incident and is deceased?

You may choose to notify the three major credit bureaus, Equifax, Experian and Trans Union, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.

Equifax
Equifax Information Services
P.O. Box 105169,
Atlanta, GA 30348

Experian
Experian Information
Services
P.O. Box 9701
Allen, TX 75013

TransUnion
Trans Union Information
Services
P.O. Box 2000
Chester, PA 19022