

LENA POPE

Established in 1930

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Ashley Elgin, Ph.D.

October 5, 2023

To Whom It May Concern,

We value your business and respect your privacy, which is why we are contacting you as a precautionary measure. We are writing to let you know of a data security incident that may involve your personal information. This incident involved data for a limited number of pending and current counseling clients. We want to reassure you that we have industry leading data protection technology continually monitoring for any suspicious activity in order to safeguard you and to alert our teams of any potential security threats. We are currently investigating to understand the full extent of recent suspicious activity and breached information. Here is the information we know so far:

Date and Time: Suspicious activity and potential unauthorized access to a sensitive data repository was detected on Saturday, September 30, 2023 at 12:23 p.m.

Potential Impact: Sensitive information that may have been breached includes: name, race, date of birth, insurance carrier detail, and client tracking numbers.

Actions Taken: Steps have been taken to isolate the affected account. Our priority is to contain the incident, mitigate any potential damage, and ensure the security of data and systems. Additionally, we have proactively notified relevant authorities as required by applicable data protection regulations.

Recommended Actions: As a precautionary measure, we recommend that you monitor your personal information for any unusual activity.

We understand the importance of data security and will keep you informed as we progress in our investigation and security response. We sincerely apologize for any inconvenience that this may have caused you and remain committed to rebuilding your trust. If you have further questions, feel free to contact me directly at 817- 255-2500.

Most sincerely,



Ashley (Lind) Elgin, Ph.D.
Chief Executive Officer/Superintendent