

Notice of a Data Security Incident

Bonita Springs Retirement Village, Inc. d/b/a The Terraces at Bonita Springs (“The Terraces”) is committed to protecting the security and privacy of the information we maintain. On September 19, 2022, we began mailing notification letters to some individuals whose information may have been involved in an incident related to one employee email account.

We recently completed our response to and investigation of the incident, which we initially identified after experiencing unusual activity on our email system. In response, we immediately took steps to secure the email system and launched an investigation with the assistance of a third-party forensic investigator. The investigation determined that, from April 15, 2022 to April 28, 2022, an unauthorized party accessed an employee email account and could have obtained emails and attachments from that account. We then conducted a review and analysis of the emails and attachments to determine what information they contained.

On August 1, 2022, we determined that the emails and attachments contained information for some residents and prospective residents, including names, contact information, Social Security numbers, driver’s license numbers, dates of birth, diagnosis and treatment information, provider names, Medical Record Numbers, Patient Account Numbers, dates of service, treatment facility, prescription information and/or health insurance information. For a small number of individuals, financial account information was also involved.

For individuals whose information may have been involved, we recommend that they review the statements they receive from their healthcare providers and contact the relevant provider immediately if they see services they did not receive. For individuals whose financial account information was involved, we remind them to remain vigilant to the possibility of fraud by reviewing their financial statements for any unauthorized activity, and immediately reporting unauthorized activity to their financial institution. Additionally, for residents whose Social Security numbers or driver’s license numbers may have been involved in the incident, we are offering complimentary credit monitoring and identity protection services through Experian.

We take this incident very seriously and sincerely regret any concern this may cause. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our email system. A dedicated call center has been established to answer questions about this incident, which can be reached at (855) 926-0782, Monday through Friday, at 9:00 a.m. to 6:30 p.m. Eastern Time, excluding major U.S. holidays.