

360 Dental PC

Breach Notification

360 Dental PC
(267)506-1680

Date 12/27/2025

Dear Patient:

We are sending this letter to you as part of 360 Dental's commitment to patient privacy. We take patient privacy very seriously, and it is important to us that you are fully aware of a potential privacy issue. In addition to our organization's efforts to reduce or eliminate potential harm, we are notifying affected individuals in a timely manner as possible so you may take swift action if necessary.

On November 16, 2025, our dental practice identified a computer security incident involving our internal server. An unauthorized party accessed the system and locked files, making them temporarily inaccessible. This may have exposed information stored on the server. Your personal information may have been involved, including patient name, date of birth, address, telephone number, email, patient account or chart number, dental and clinical records (such as treatment history, clinical notes, x-rays, and diagnostic information), insurance provider and member ID, appointment information, and emergency contacts. For a limited number of individuals, Social Security numbers may also be included. This list may not include all affected information. If you would like to know exactly what was stored in your chart, please contact our office. The incident was reported to the appropriate authorities, and we have no indication that your information has been misused.

We are aware of how important your personal information is to you. We recommend taking the following steps to protect yourself from potential harm

1. Register a fraud alert with the three credit bureaus listed below:
 - Experian: www.experian.com;
 - TransUnion: www.transunion.com; Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19016
 - Equifax: www.Equifax.com/CreditReportAssistance;
2. Monitor account statements, Explanation of Benefits Forms (EOBs) from your insurance company and if you see any claims that you do not recognize report it to your insurance company, etc.;
3. Visit this FTC website for information on obtaining free, yearly credit reports, and monitor reports closely:
https://www.consumer.ftc.gov/articles/0155-free-credit-reports?utm_source=takeaction

We apologize for any inconvenience this may have caused. 360 Dental is committed to protecting your personal information. Following the incident, we strengthened our systems by replacing affected computers, rebuilding the server, updating all software, implementing additional firewalls, antivirus protection, multi-factor authentication, and VPN-only access. Regular secure offsite backups and ongoing monitoring help ensure only authorized access. These measures significantly reduce the risk of future incidents and help safeguard patient data. If you have any questions, please contact us at (267)506-1680

Sincerely,

Olga Tseona

Signature of Privacy Officer

12/27/2025

Date

Olga Tseona Privacy Officer

Printed Name and Title