

Notice of a Data Incident

Steere House Nursing & Rehabilitation Center (“Steere House”) recently discovered a data incident that may have involved certain individuals’ personal information. On March 11, 2024, Steere House identified potential unauthorized access to one email account. Upon learning of the incident, Steere House promptly secured the email account and began an internal investigation. Steere House also engaged a forensic security firm to assist with its investigation. The forensic investigation determined that an unknown, unauthorized third party accessed the email account from February 29, 2024, until March 11, 2024.

Steere House reviewed the contents of the email account to determine if they contained any personal information. On May 22, 2024, Steere House determined that the account contained personal information including, depending on the individual, their name, date of birth, Social Security number, driver's license number, credit/debit card number with expiration date and security code, health insurance information, and/or medical information such as diagnosis, lab results, and prescriptions. On July 2, 2024, Steere House mailed notification letters to those individuals whose information was in the account for whom Steere House has a valid mailing address.

Individuals should refer to the notice they receive in the mail regarding steps they can take to protect themselves. Steere House has arranged for complimentary credit monitoring for the individuals that had their Social Security numbers and/or driver’s license numbers potentially involved. As a precautionary measure, individuals should remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing their account statements and monitoring credit reports closely. If individuals detect any suspicious activity on an account, they should promptly notify the financial institution or company with which the account is maintained, and report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and their state’s attorney general. Individuals may also wish to review the tips provided by the Federal Trade Commission (“FTC”) on fraud alerts, security/credit freezes and steps that they can take to avoid identity theft. For more information, individuals may visit www.ftc.gov/idtheft or contact the FTC at 1-877-ID-THEFT (1-877-438-4338) or Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Further information and assistance is available via a confidential, toll-free inquiry line at (866) 810-0178 from 9 a.m. - 6:30 p.m. Eastern Time, Monday through Friday, excluding major U.S. holidays.