



NOTICE OF DATA BREACH

What Happened?

On or about February 9, 2024, OVMC was burglarized, and large locked metal storage containers were broken into, and paper documents stolen. The documents had been temporarily stored in these secured containers during our ongoing construction projects. On February 9, 2024, we discovered the burglary.

What Information Was Involved?

The information may have included first name, last name, medical record number, telephone number, address, account number, billing information, bank account and/or credit card information. Each individual may have been impacted differently. The documents did not contain Social Security Numbers.

What We Are Doing

Data privacy and security are among our highest priorities. Upon discovering the incident, OVMC acted swiftly to notify the Los Angeles Sheriff's Department of the burglary, whose investigation is ongoing. We are cooperating with that investigation. We also initiated an administrative review to identify any personally identifying information or personal health information that may have been involved. We implemented additional controls to minimize the risk of future occurrences. Further, we are reviewing our relevant policies and practices and will revise them as necessary.

On March 29, 2024, OVMC mailed notification letters via first class mail to the last known address of the individuals who may have been impacted by this incident. We notified the local media to ensure that impacted individuals are aware of the breach. We will also report the incident to the U.S. Department of Health and Human Services and applicable regulatory agencies as required by law.

What You Can Do

Impacted individuals will be offered free credit monitoring for one year through Kroll's Identity Monitoring services. For additional information, please review "Steps You Can Take to Protect Against Identity Theft and Fraud," posted on this website. If you feel your personal information is being improperly used, you can also contact local law enforcement to file a police report.

For More Information

If you have questions about this incident, we have established a dedicated call center available toll free in the U.S. at 1 (866) 528-6822, from 5:00 a.m. to 3:30 p.m. Pacific Time (excluding major U.S. holidays). Additional information and updates will be available on the following websites: <https://dhs.lacounty.gov> or <https://dhs.lacounty.gov/oliveview/>.

We sincerely regret any inconvenience or concern this incident has caused.