

Aspen Dental Addresses Possible Data Privacy Event Caused by a Burglary in Keizer, OR.

(Keizer, OR) – Between March 19 and 20, 2021, the independently owned Aspen Dental branded practice of Dr. Livingston located in Keizer, OR., was a victim of a string of burglaries that occurred in the community.

Aspen Dental was notified of this incident on March 20, 2021 and began working closely with local police in conducting an investigation. On March 22, 2021, Aspen Dental determined that a network storage drive containing dental x-ray images for certain patients was taken from the practice location in connection with the burglary.

When Aspen Dental was alerted of a potential security issue, immediate actions were taken to terminate any possible access and to investigate the incident. Aspen Dental immediately took the digital storage device offline, launched an investigation and determined that the drive that was stolen **did not contain** any critical information such as medical data or personal information including diagnosis, treatment, date of birth, address, social security number, health insurance or credit card data.

The stolen device only contained dental x-ray images, patient name and a patient record number. No other patient health information was compromised. Due to the limited disclosure of information, the risk to patients is believed to be low.

Although, the independently owned practice of Aspen Dental is unaware of any actual or attempted misuse of information, Aspen Dental is providing notice of a data privacy event impacting the security of information relating to certain patients.

In addition to the notification, all affected patients will receive one-year of free identity protection service.

Aspen Dental is mailing notice letters to the individuals for whom they have valid mailing addresses whose information was contained on the stolen storage device.

If an individual did not receive a letter but would like to know if they are affected, they may contact the dedicated assistance line at 833-664-2010, Monday through Friday from 6:00 am to 6:00 pm PST, excluding major U.S. holidays. Individuals may also write to Aspen Dental at 281 Sanders Creek Parkway, East Syracuse, NY 13057.

Aspen Dental also notified the Department of Health and Human Services, Office for Civil Rights and any state regulators.

The independent owners of Aspen Dental practices take these matters extremely seriously and is committed to protecting patients' information.

Aspen Dental continues to assess and improve all measures to protect patient health information and safety at all of the independently owned dental office locations.

Aspen Dental encourages all individuals to remain vigilant against incidents of identity theft and fraud by reviewing account statements and monitoring free credit reports for suspicious activity and to detect errors.