
June 26, 2018

Notice of Data Breach

Dear River Oak Clients and Caregivers

This post is to inform you that we have reason to believe that on April 19, 2018 the personal health information of ninety four (94) clients might have been inappropriately accessed.

**What happened:**
On April 19, 2018, an unknown third party (a "hacker") obtained remote access to information stored on a River Oak employee's laptop. River Oak staff took immediate steps to terminate the hacker's access, but it is possible that the hacker viewed or acquired information on the laptop related to River Oak clients. Because we have been unable to conclusively determine that the hacker did not view or retain the information on the laptop, we have attempted to notify all potentially affected individuals by letter through the US mail service. This web-based posting is an alternative notification for those were we may have had outdated contact information.

**What information was involved:**
The information that could have been accessed on the employee's laptop was limited to notes about encounters with a skills trainer. The notes included information about the activities you and the skills trainer engaged in during particular encounters and information that could be used to identify you. This identifying information might include the initials of your first and last names (for example, R.U.); names of family members or caregivers; diagnosis, medications, names of teachers and/or your city, school, church, or other place you go; and your age or birthdate. The information potentially accessed by the hacker did not include other sensitive health information such as therapy notes or clinical history information, your phone number, address or your insurance or financial information (such as account numbers, credit card numbers, or social security numbers.)

**What are we doing:**
River Oak takes issues related to individual privacy very seriously. We are committed to keeping our clients personal health information safe and confidential. Following this incident, we are reviewing and updating our policies, procedures, and workforce training program, and performing assessments of our networks and the safeguards to reduce the risk of incidents like this in the future. We have also notified the FBI, the California Department of Mental Health, and Sacramento County Mental Health of this event and are working with them to address this incident.

**What you can do:**
Due to the limited nature of the information involved in this incident, we believe that the risk that the accessed information could be used to harm you is low. In addition, we have not received any indication that you or your caregiver's information is being used in an unauthorized manner. However, for your peace of mind, you might consider placing a Fraud Alert on your Credit Report. To do this, contact at least one of the three credit reporting agencies listed below and place an initial "fraud alert" on your personal credit file to reduce the chances that someone will misuse your information. An initial fraud alert stays in effect for 90 days and tells creditors to contact you before they open any new accounts or change your existing accounts. As soon as you ask one credit agency to place an initial fraud alert on your file, that agency notifies, the others to do the same. Only you can place a fraud alert on your credit file.

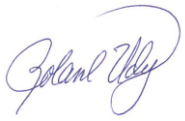
| **Equifax** | **Experian** | **TransUnion** |
|---|---|---|
| 1-888-766-0008 | 1-888-397-3742 | 1-800-680-7289 |
| P.O. Box 740256 | P.O. Box 9532 | P.O. Box 6790 |
| Atlanta, GA 30374 | Allen, TX 75013 | Fullerton, CA 92834-6790 |
| www.equifax.com | www.experian.com | www.transunion.com |

If you find suspicious activity on credits reports, call your local police or sheriff department and file an identity theft report. For additional help and recommendations you can visit the California Office of Privacy Protection website at www.privacy.ca.gov.

**For more information:**

We sincerely apologize for any inconvenience and concern this incident may cause you. If you have any questions or want additional information, please do not hesitate to contact me at 916-609-4047 or rudy@riveroak.org.

Respectfully



Roland Udy
Chief Operations & Privacy Officer