

Notice to Our Clients of a Privacy Incident

Victor Community Support Services is committed to protecting the confidentiality and security of the information we maintain. This notice describes an incident that involved information for some Victor Community Support Services clients.

On January 19, 2021, we determined that an unencrypted hard drive that may have been accessed by unauthorized persons contained information pertaining to some Victor Community Support Services clients. Upon learning of this, we recovered the hard drive and launched an investigation with assistance from law enforcement. As part of our investigation, we reviewed and analyzed the data stored on the hard drive, and identified files that may contain some client information. This information may have included client names, Social Security numbers, dates of service and treatment information.

On March 19, 2021, we began mailing letters to clients whose information may have been involved in the incident. Individuals whose Social Security numbers may have been involved in the incident will be offered complimentary credit monitoring and identity theft protection services. We have also established a dedicated call center to answer questions that clients may have. If you have questions, please call 1-855-515-1706, Monday through Friday, between 6:00 a.m. and 3:30 p.m., Pacific Time. We recommend that clients whose information may have been involved in this incident review statements they receive from their health care providers. If they see services they did not receive, clients should contact the provider immediately.

We deeply regret any inconvenience or concern this may cause you. To help prevent something like this from happening again, we have enhanced our security protocols and implemented additional security measures, including the use of encryption on all devices that store client information.