



ALLIANCE SPINE AND PAIN MGMT., PLLC  
dba FREEDOM SPINE & PAIN CENTER  
1580 S MAIN STREET, SUITE 101  
BOERNE, TX 78006

# NEWS RELEASE

September 30, 2020

## FOR IMMEDIATE RELEASE

### *Freedom Spine & Pain Center Notifies Patients about a Security Breach*

**BOERNE, TEXAS** - Freedom Spine & Pain Center has notified patients of a security breach that occurred earlier this year.

On August 1, 2020, Freedom Spine & Pain Center discovered an email account was accessed and certain rules were added by an unauthorized person. The incident occurred on or around June 12, 2020. Once Freedom Spine & Pain Center discovered the incident, it secured the email account, investigated its systems, and improved email security. The incident did not affect any other email account or system.

The email account contained limited information about some patients as follows: first and last name, address, date of birth, phone number, email, health insurance information, dates of service, medical record number, diagnosis code, and current procedural terminology code. A very limited number of emails contained Social Security numbers. Only a few patients had their Social Security number affected.

The letter recently mailed to affected patients included instructions on how to implement safeguards in response to this incident. Also, Freedom Spine & Pain Center has arranged for affected patients to enroll in a free, online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies. The service also includes access to an identity restoration program that provides assistance in the event one's identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

Freedom Spine & Pain Center takes its patients' privacy and the security of their information very seriously and regrets any inconvenience this incident may have caused. Patients can contact Freedom Spine & Pain Center representatives toll-free at 1 888-396-2144 for questions or to learn additional information. Patients also can write the practice at Freedom Spine & Pain Center, Attn: Privacy Officer, 1580 S. Main Street, Suite 101, Boerne, Texas 78006.