



# Notice of Security Breach

Personal Touch Holding Corp. Notice of Data Security Breach

Personal Touch Holding Corp. (PTHC), the parent company to its direct and indirect subsidiaries, is notifying their current and former employees and patients of a breach that may have affected their personally identifiable information and protected health information.

On January 27, 2021, PTHC discovered that it experienced a cybersecurity attack on the private cloud hosted by its managed service providers. Upon discovery, PTHC retained outside counsel and independent forensic experts to begin an investigation. While the investigation is still ongoing, and we cannot confirm the extent to which employee and patient data was compromised, we are notifying our community that the breach occurred, in our effort to comply with the applicable state data breach notification laws.

### WHAT INFORMATION WAS INVOLVED:

- PTHC’s private cloud-stored business records of PTHC and its direct and indirect subsidiaries (a list is below) where patients’ personally identifiable information and protected health information were contained. This information may include medical treatment information, insurance card, and health plan benefit numbers, medical record numbers, first and last name, address, telephone numbers, date of birth, Social Security number, and financial information, including check copies, credit card numbers, and bank account information.
- Employee information may include first and last name, address, telephone numbers, date of birth, Social Security numbers (including dependent and spouse Social Security numbers), driver’s license number, passport numbers, birth certificates, background and credit reports, demographic information, usernames and passwords used at the Company, personal email addresses, fingerprints, insurance card and health and welfare plan benefit numbers, retirement benefits information, medical treatment information, check copies, and other financial information necessary for payroll.

### WHAT WE ARE DOING:

Upon discovering the breach, PTHC retained a team of third-party forensic technical experts to investigate the origins and scope of the breach. PTHC also notified the Federal Bureau of Investigations (“FBI”) of the breach. Pursuant to applicable law, we will be notifying the U.S. Department of Health and Human Services, Office of Civil Rights (“OCR”), and state regulators as required by law.

### WHAT YOU CAN DO:

As recommended by the Federal Trade Commission (“FTC”), we suggest that any party who suspects they may be included in this breach remains vigilant and monitor their account statements, explanation of benefits, and credit bureau reports closely. The FTC also recommends placing a fraud alert on credit files. A fraud alert notifies creditors that they must contact the owner before they open any new accounts or make changes to one’s existing accounts. As soon as one credit bureau confirms a fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on a credit report for 90 days. Individuals may renew it after 90 days. Additional information is available at <http://www.annualcreditreport.com>.

### CONCLUSION:

We value your privacy, and we apologize for any inconvenience this matter may cause. We appreciate the trust our current and former employees and patients place in us, and we remain committed to our community’s privacy. For further information and assistance please contact us at our toll-free number 833-416-0906 between the hours of 9 am - 9 pm Eastern Time, Monday through Friday, or by e-mail to [PatientQuestions@pthomecare.com](mailto:PatientQuestions@pthomecare.com) or [EmployeeQuestions@pthomecare.com](mailto:EmployeeQuestions@pthomecare.com)

Direct and Indirect Subsidiaries  
 PT Intermediate Holding, Inc.  
 Personal-Touch Home Care of W. Va. Inc.  
 PT Hospice of PA Inc.  
 Personal Touch Care of PA, Inc.  
 Personal Touch Home Care of Ohio, Inc.  
 Personal Touch Home Care of Baltimore, Inc.  
 PT Home Services of San Antonio, Inc.  
 Houston-Personal Touch Home Care, Inc.  
 PT Home Services of Dallas, Inc.  
 Houston-Personal Touch Home-Aides, Inc.

Personal Touch Home Care of KY, Inc.  
 Personal Touch Home Care of S.E. Mass., Inc.  
 PTS of Westchester, Inc.  
 Personal-Touch Home Aides of New York, Inc.  
 Personal Touch Home Care of Westchester, Inc.  
 Personal Touch Home Care of Long Island, Inc.  
 Personal Touch Home-Aides, Inc. (PA)  
 Personal Touch Home Care of VA, Inc.  
 Personal Touch Hospice of VA, Inc.  
 Personal Touch Home –Aides, Inc. (MA)  
 Personal Touch Home Aides of VA, Inc.

Personal Touch Home Care of Indiana, Inc.  
Personal Touch Home Care of Greater Portsmouth, Inc.  
Personal-Touch Home Care of N.J., Inc.  
PT Management Services, Inc.  
Personal-Touch Home Care of N.Y., Inc.

Protects Personal Touch  
Personal Touch Home Care of Mass., Inc.  
Personal Touch Home Aides of Baltimore, Inc.  
Personal Touch Home Care IPA, Inc.

- [Bill Pay](#)
- [Notice of Privacy Practices](#)
- [Compliance/Complaints](#)
- [Employee Complaints/Concerns](#)

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