



Notice of Data Security Incident

Gaia Software, LLC (“Gaia”) is notifying individuals whose personal information may have been involved in a recent network security incident. Gaia is a third-party software company who contracts with medical providers to provide electronic medical record and billing management software services to medical providers.

On or about February 5, 2024, Gaia detected it was the target of a cybersecurity attack. An unauthorized third party attempted to infiltrate Gaia’s computer network and demand a ransom payment. Upon detecting the incident, Gaia moved quickly to secure its network environment and launched a thorough investigation. The investigation was performed with the help of independent IT security and forensic investigators to determine the scope and extent of the potential unauthorized access to our systems and any personal information.

As a result of the incident, Gaia determined the following information was exposed to an unauthorized third party: first and last name, mailing address, date of birth, social security number, health insurance information, and/or health information. Notably, the types of information affected were different for each individual, and not every individual had all of the elements listed above exposed.

As of this writing, Gaia has not received any reports of related identity theft since the date of the incident (February 5, 2024 to present). Gaia has taken all efforts possible to mitigate any further exposure of your personal information and related identity theft.

Although Gaia has found no evidence patient information has been specifically accessed for misuse, Gaia is mailing letters to potentially impacted individuals with details about the incident and providing resources they can use to help protect their information. Gaia is also offering potentially involved individuals access to free credit monitoring and identity theft protection services through Cyberscout, a leading identity protection company.

The notification letter to the potentially impacted individuals includes steps they can take to protect their information. In order to address any concerns and mitigate any exposure or risk of harm following this incident, Gaia has arranged for complimentary credit monitoring services and identity theft protection services to all potentially impacted individuals at no cost to them. Gaia recommends individuals enroll in the services provided and follow the recommendations contained within the notification letter to ensure their information is protected.

Individuals should refer to the notice they received in the mail regarding steps they can take to protect themselves. If an individual did not receive a notification letter but believes they may have been impacted by this incident, please contact the 1-800 number listed below. As a precautionary measure, potentially impacted individuals should remain vigilant to protect against fraud and/or identity theft by, among other things, reviewing their financial account statements and monitoring free credit reports. If individuals detect any suspicious activity on an account, they should promptly notify the institution or company with which the account



is maintained. Individuals should also promptly report any fraudulent activity or any suspected identity theft to proper law enforcement authorities, including the police and their state’s attorney general. Individuals may also wish to review the tips provided by the Federal Trade Commission (“FTC”) on fraud alerts, free security/credit freezes and steps that they can take to avoid identity theft. For more information and to contact the FTC, please visit www.identitytheft.gov or call 1-877-ID-THEFT (1-877-438-4338). Individuals may also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Individuals may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-888-298-0045 https://www.equifax.com/personal/credit-report-services/credit-freeze/	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	TransUnion Security Freeze P.O. Box 160 Woodlyn, PA 19094 1-800-916-8800 www.transunion.com/credit-freeze
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For individuals seeking more information or questions about this incident or requesting assistance in enrolling in credit monitoring, please call 1-833-961-6572 between 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday, excluding holidays. In addition, individuals may visit Gaia’s website for more information at <https://gaiasoftware.com/>.

Gaia takes seriously its responsibility to protect the privacy of the information in its care, and understands the frustration, concern, and inconvenience this incident may have caused. To help mitigate the possibility of a similar incident from occurring again, Gaia has implemented additional safeguards and enhanced security measures to better protect the privacy and security of information in our systems. Gaia has also reviewed and taken steps to enhance its policies and procedures relating to the security of its systems, as well as its information life cycle management.