

Notice of Data Security Incident

New Perspective Senior Living, LLC (“NPSL”) is providing notice to impacted individuals of a data security incident that may have resulted in the compromise of a limited amount of their personal information. The security of personal information is very important to us, and we sincerely apologize for any inconvenience this may cause. You can learn more about what happened, and steps we have taken in response below.

What Happened?

On May 17, 2022, NPSL discovered suspicious activity associated with our email environment. We began an investigation and hired external computer forensic experts to assist. Unfortunately, the investigation found that an unauthorized individual gained access to an employee email account that may have contained some protected health information. This unauthorized access occurred between February 26, 2022, and May 16, 2022. The investigation was unable to determine whether information was accessed or viewed, but we wanted inform potentially impacted individuals about the incident.

What Information Was Involved?

From the review, we determined that impacted NPSL email accounts may have included individuals’ health information, such as demographic and clinical data, which may include treatment and/or diagnosis information.

What We Are Doing:

We want to assure you that NPSL has taken steps to prevent this kind of event from happening in the future. Since the incident, we have changed passwords for all accounts, enhanced our new hire and annual security training program, reviewed our security policies, and will continue to utilize multi-factor authentication for remote access.

Letters were mailed to impacted individuals between September 26 and September 29, 2022. On November 23, 2022, NPSL learned that some of the letters were returned as undeliverable and is providing substitute notice to these individuals.

What You Can Do:

Impacted individuals should remain vigilant against incidents of identity theft by reviewing bank account and other financial statements as well as credit reports for suspicious activity for the next 12 to 24 months. NPSL is also offering impacted individuals credit monitoring and identity protection services at no cost.

For More Information:

To determine whether you were affected by this incident and to enroll in the credit monitoring and identity protection services, please call 1-800-405-6108 Monday through Friday between 8 am and 8 pm Eastern Time. The privacy and security of your information is of the utmost importance to us, and we sincerely apologize for any inconvenience this may cause.