

March 17, 2023

VIA ONLINE SUBMISSION

Attorney General Aaron Frey
Maine Attorney General's Office
Consumer Protection Division
6 State House Station
Augusta, ME 04333

Re: Notice of Data Security Incident

Dear Attorney General Frey:

Constangy Brooks Smith & Prophete LLP represents Richard T. Miller, DMD, PC, d/b/a Great Neck/Mid Island Dental ("Great Neck Dental") in connection with a recent data security incident described in greater detail below.

1. Nature of the security Incident.

In 2015, Great Neck Dental was involved in a business transaction to acquire the assets of another practice in order to expand the locations and services it could provide to its patients. Lawyers were hired to assist with that business transaction, and those lawyers were provided with certain information as part of that process. On October 7, 2022, Great Neck Dental received notice from Cooperman Lester Miller Carus LLP ("CLMC"), a law firm that assisted the seller with the business transaction, informing Great Neck that certain patient information belonging to Great Neck Dental that had been provided to CLMC in connection with the completion of the business transaction may have been accessed without authorization. CLMC discovered that one of its partner's email accounts had been accessed by an unauthorized individual between March 27, 2022, and June 1, 2022.

CLMC reviewed the impacted account and discovered that the Great Neck Dental patient information discussed above was possibly accessed by the unauthorized individual. CLMC provided the impacted data to Great Neck Dental, and we engaged a vendor to review the data to determine what personal information may have been involved. On January 9, 2023, Great Neck Dental learned that some of certain individuals' information was contained within these documents. Since that time, Great Neck Dental has been diligently collecting up-to-date address information needed to notify all potentially affected individuals.

Please note that this unauthorized access was limited to the CLMC partner's email account and did not involve any of the Great Neck Dental's information systems. Great Neck Dental is not aware of the misuse of any information that may have been involved in this incident.

The information that may have been accessible by the malicious actor(s) responsible for this incident varies by individual and may include individuals' names, dates of birth, Social Security numbers, and dental insurance information.

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2. Number of Maine residents affected.

Great Neck Dental notified three (3) Maine residents of this incident via first class U.S. mail on March 17, 2023. A sample copy of the notification letter is included with this correspondence.

3. Steps taken relating to the Incident.

As soon as Great Neck Dental learned of this incident, Great Neck Dental took steps to evaluate the potentially affected data and determine whether any personal or protected health information was affected.

Great Neck Dental has established a toll-free call center through IDX, a leader in risk mitigation and response, to answer any questions about the incident and address related concerns. The call center is available at 1-833-753-4652 from 9:00 A.M. to 9:00 P.M. Eastern Time, Monday through Friday (excluding holidays). In addition, while Great Neck Dental is not aware of the misuse of any information as a result of this incident, out of an abundance of caution, Great Neck Dental is also providing complimentary identity protection services to notified individuals.

4. Contact information.

Great Neck Dental remains dedicated to protecting the information in its control. If you have any questions or need additional information, please do not hesitate to contact me.

Best regards,



Lindsay B. Nickle
Partner

Enclosure: Sample Notification Letter



GREAT NECK
DENTAL ASSOCIATES
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-833-753-4652
Or Visit:
<https://response.idx.us/Great-Neck-Dental>
Enrollment Code: <<Enrollment Code>>

<<First Name>> <<Last Name>>
<<Address 1>> <<Address 2>>
<<City>>, <<State>> <<Zip Code>>

March 17, 2023

Re: Notice of Data <<Variable 1>>

Dear <<First Name>> <<Last Name>>,

I am writing on behalf of Richard T. Miller, DMD, PC, d/b/a Great Neck/Mid Island Dental (“Great Neck Dental”) to provide you with information about a recent data security incident that may have involved your personal information. At Great Neck Dental, we take the privacy and security of patient information very seriously. We are contacting you to notify you about this incident and provide you with information about steps you can take to ensure your personal information is protected, and to offer you complimentary identity protection services.

What Happened. In 2015, Great Neck Dental was involved in a business transaction to acquire the assets of another practice in order to expand the locations and services it could provide to its patients. Lawyers were hired to assist with that business transaction, and those lawyers were provided with certain information as part of that process. On October 7, 2022, Great Neck Dental received notice from Cooperman Lester Miller Carus LLP (“CLMC”), a law firm that assisted the seller with the business transaction, informing us that certain patient information belonging to Great Neck Dental that had been provided to CLMC in connection with completion of the business transaction may have been accessed without authorization. CLMC discovered that one of its partner’s email accounts had been accessed by an unauthorized individual between March 27, 2022, and June 1, 2022.

CLMC reviewed the impacted account and discovered that the Great Neck Dental patient information discussed above was possibly accessed by the unauthorized individual. CLMC provided the impacted data to Great Neck Dental, and we engaged a vendor to review the data to determine what personal information may have been involved. On January 9, 2023, we learned that some of your information was contained within these documents. Since that time, we have been diligently collecting up-to-date address information needed to notify all potentially affected individuals.

Please note that this unauthorized access was limited to the CLMC partner’s email account and did not involve any of the Great Neck Dental’s information systems. We are not aware of the misuse of any information that may have been involved in this incident.

What Information Was Involved. The potentially affected information may have included your <<Variable 2>>.

What We Are Doing. As soon as we discovered this incident, we took the steps described above. Additionally, Great Neck Dental is providing you with information about steps that you can take to help protect your information. As an added precaution we are offering you complimentary credit monitoring and identity protection services through IDX, a data breach and recovery services expert. The IDX services include: <<Variable 3>> months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised. The deadline to enroll is June 17, 2023.

What You Can Do. We recommend that you activate your complimentary IDX services using the enrollment code provided above. We also recommend that you review the guidance included with this letter about steps you can take to protect your information.

For More Information. If you have questions or need assistance, please contact IDX at 1-833-753-4652, Monday through Friday from 9:00 am to 9:00 pm Eastern Time, excluding major U.S. holidays. IDX representatives are fully versed on this incident and can answer any questions you may have regarding the protection of your information.

Great Neck Dental takes this matter very seriously. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to be 'Richard T. Miller', with a long horizontal flourish extending to the right.

Richard T. Miller, President
Great Neck Dental

Steps You Can Take to Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>



GREAT NECK
DENTAL ASSOCIATES
P.O. Box 1907
Suwanee, GA 30024

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1-833-753-4652
Or Visit:
<https://response.idx.us/Great-Neck-Dental>
Enrollment Code: <<Enrollment Code>>

<<First Name>> <<Last Name>>
<<Address 1>> <<Address 2>>
<<City>>, <<State>> <<Zip Code>>

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Richard T. Miller, President
Great Neck Dental

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Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

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Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.