

Dear Sir/Madam,

We are writing to inform you of a recent security incident that may have involved your email address and may have resulted in a “phishing” attempt directed to your email. We take the privacy and security of your information very seriously, which is why we are providing you with details about what happened, the steps we are taking, and what you can do to protect your information.

What Happened

On September 28, 2026, we discovered unauthorized activity within our IT environment. Upon learning of the incident, we immediately launched an investigation with the assistance of cybersecurity experts. Based on our investigation, we determined that an unauthorized third party gained access to one of our IT systems between September 4 and September 28, 2026. On September 29, 2026, we confirmed that a file containing email information was accessed or acquired during this period.

What Information Was Involved

The impacted file contained email addresses. Medical records, financial account numbers, and credit card details were not involved.

What We Are Doing

We deeply regret that this incident occurred. We have notified the United States Department of Health and Human Services as required by law. To prevent a similar event from happening in the future, we have taken the following steps:

- Fully secured our systems and removed the unauthorized access.
- Enhanced our network security controls, monitoring capabilities, and access protocols.
- Provided specialized retraining to our staff regarding cybersecurity awareness.

What You Can Do

We encourage you to remain vigilant by changing the passwords for your email accounts.

For More Information

If you have questions or need assistance, please call our office at 501-470-7457 or email itcdirector@uca.edu.

Thank you for understanding.

Sincerely,

Community Care Clinic