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July 17, 2024

IDTheft@oag.state.md.us
Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202

Re: Sutton Dental Arts – Data Incident
Our File No. 41088.00267

Dear Sir or Madam:

We are writing to notify you of a data security incident involving 1 Maryland resident. We are submitting this notice on behalf of our client, Sutton Dental Arts (“Sutton Dental”). Sutton Dental is a dental practice based in Oregon.

Nature Of The Security Breach

In April 2024, Sutton Dental became aware that certain computer systems in their environment were inaccessible as a result of malicious file encryption. Sutton Dental immediately launched an extensive investigation, aided by third party computer forensic specialists, to determine the nature and scope of the event and worked quickly to secure their systems, restore access to the information and investigate what happened and whether this resulted in any unauthorized access to information by any unknown actor. Through their investigation, they determined that an unknown actor gained access to a limited number of their systems and certain files in those systems were accessed.

The patients involved in this incident will be forwarded letters shortly, notifying them of this incident. A copy of the form letter is attached hereto.

Steps Being Taken Related To The Incident

In an abundance of caution, Sutton Dental performed a comprehensive review of the contents of the affected systems to determine what information could be contained in the impacted files and to whom the information related. The review was recently completed. Although the investigation could not determine the specific files, at the time of the event, name, address and medical information of certain individuals could have been stored within the impacted systems. To date, Sutton Dental has not received reports of any fraudulent misuse of any information potentially impacted by the event.

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Sutton Dental took steps to address this incident promptly after it was discovered, including conducting an internal investigation to understand what had taken place and how. Sutton Dental also reviewed their internal data management and protocols and have implemented enhanced security measures to help prevent this type of incident from recurring.

In addition, Sutton Dental is offering identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help resolve issues if identities are compromised.

Should you need additional information regarding this matter, kindly contact me.

Very truly yours,

/s/ David J. Shannon

DAVID J. SHANNON

DJS/kr

Logo/Sutton Dental Arts

<<Return Address>>
<<City>>, <<State>> <<Zip>>

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

<<Date>>

Enrollment Code: <<XXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

Notice of Data Breach

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

Sutton Dental Arts (“Sutton Dental”) is writing to provide information regarding an event that involves certain information relating to your personal health information. Although at this time, there is no indication that the information has been fraudulently misused in relation to this event, we are providing you with further information about the event, our response to it, and additional measures that may be taken to protect certain individuals’ information should you feel it is appropriate to so. We take this event very seriously and remain committed to safeguarding your organization’s information within our care.

What Happened

In April 2024, we became aware that certain computer systems in our environment were inaccessible as a result of malicious file encryption. We immediately launched an extensive investigation, aided by third party computer forensic specialists, to determine the nature and scope of the event and worked quickly to secure our systems, restore access to the information and investigate what happened and whether this resulted in any unauthorized access to information by any unknown actor. Through our investigation, we determined that an unknown actor gained access to a limited number of our systems and certain files in those systems were accessed.

What Information Was Involved

In an abundance of caution, we performed a comprehensive review of the contents of the affected systems to determine what information could be contained in the impacted files and to whom the information related. The review was recently completed. Although the investigation could not determine the specific files, at the time of the event, name, address and medical information of certain individuals could have been stored within the impacted systems. To date, we have not received reports of any fraudulent misuse of any information potentially impacted by the event.

What We Are Doing

We took steps to address this incident promptly after it was discovered, including conducting an internal investigation to understand what had taken place and how. We have also reviewed our internal data management and protocols and have implemented enhanced security measures to help prevent this type of incident from recurring.

In addition, we are offering identity theft protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. IDX identity protection services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.