

February 7, 2025

Office of Maryland Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

ldtheft@oag.state.md.us

Re: Notice of Data Event

To Whom It May Concern:

We represent Trinity Village, located at 1265 21st St NE, Hickory, NC 28601, and are writing to notify your office of an incident that may affect the security of certain personal information related to one (1) Maryland resident. This notice may be supplemented with any new significant facts learned subsequent to this submission. By providing this notice, Trinity Village does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

Nature of the Data Event

Trinity Village is a senior living community. Trinity Village discovered that some of its staff had been using an unapproved application on their mobile devices to communicate with one another about non-critical personal health information of residents. Trinity Village determined that the application was not fully HIPAA compliant. An investigation into what information was shared over the application was immediately initiated.

At the completion of the investigation, it was found that staff used the application to communicate with each other regarding non-critical health information. It does not appear that this information was accessed by a third party and no personal financial information was shared through the application.

The information related to the one resident of Maryland affiliated with Trinity Village whose information was shared through the application possibly included information regarding the individual's name and or identifying information, and information related to lab results, radiology results, new orders, change in condition, or incidents of fall, skin tears, or bruising.

Detroit Lansing Mt. Clemens Toledo Chicago

DET02:4250664.v1

Notice to the Resident

Affected residents of Trinity Village will be provide written notice of this incident, which included the one Maryland resident, in the coming days. Written notice is being provided in substantially the same form as the letter attached (**Exhibit A**).

Steps Taken

Upon discovery of the use of an unauthorized application, Trinity Village immediately took action, asking all staff to cease the use of this application and launched an investigation to determine the circumstances regarding the use of this application including what information had been shared, and if the information had been accessed by an unauthorized third party.

Trinity Village also took steps to prevent a similar event from occurring in the future and to protect the privacy and security of potentially impacted individuals' information. This included electronically deleting all communications between staff on the non-complaint application. Additionally, staff have been re-educated on HIPAA compliant communications and Trinity Village's policy against the use of unapproved software applications.

Should you need further information regarding this matter, please contact the undersigned. Thank you in advance for your attention to this matter.

For the Firm,

/s/ John Paul Hessburg

/s/ Laura DeMarco

John Paul Hessburg
Laura DeMarco
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John.Hessburg@kitch.com
Laura.DeMarco@kitch.com

JH:Imd
Enclosure

EXHIBIT A

[date]

Addressees

Re: ReLine

Dear [Resident]:

This letter is to inform you of an incident described in more detail below concerning a technical “breach” with regard to communications between Trinity Village staff members involving some of your non-critical personal health information. Trinity Village takes the security and privacy of the information in its control very seriously and has taken steps to prevent a similar incident from occurring in the future.

In December, Trinity Village discovered that some staff had been using an unapproved application on their mobile devices to communicate with one another regarding non-critical personal health information of residents. We have learned that the application used by staff was not fully HIPAA compliant. Trinity Village immediately took action, asking all staff to cease the use of this application and launched an investigation to determine the circumstances regarding the use of this application including what information has been shared, and if the information had been accessed by an unauthorized third party.

Our investigation revealed that staff used the application to communicate with each other regarding some of the following information: Lab results, radiology results, new orders, changes in condition (vital signs, symptoms, observations), and incidents (falls, skin tears, bruises). This information was only shared between physicians, administrators, and the Directors of Nursing. It does not appear that this information was accessed by a third party and no personal financial information was shared through the application. Trinity Village has taken steps to prevent a similar event from occurring in the future and to protect the privacy and security of potentially impacted individual's information. This includes electronically deleting all communications between staff on the non-complaint application. Additionally, staff have been re-educated on HIPAA compliant communications and Trinity Village's policy against the use of unapproved software applications. The application used was not certified as HIPAA compliant, thus was not approved by Trinity Village, and should not have been used.

Please accept our sincere apology that this issue has occurred. Trinity Village remains dedicated to protecting the sensitive information in its control, and we will continue to take the appropriate steps necessary to safeguard your information. If you have any questions

[date]
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or need additional information, please do not hesitate to contact Kendra Hedren – Trinity Village at khendren@lscarolinas.net or 828-328-2006.

Regards,

Ted E. Goins, Jr.
President
Lutheran Services Carolinas

JH:Imd