

Notice of Data Security Incident

Hawaii Family Dental is committed to protecting the privacy of our patients' information. We are sharing this notice to inform our patients and community about a recent data security incident, our response, and steps patients may take to help protect their information. We are notifying affected patients directly by mail.

What happened

On July 20, 2026, we discovered that an unauthorized person had used a compromised account to access patient information on July 19 and 20, 2026. We immediately took steps to secure our network and launched an investigation to determine the nature and scope of the activity. Through the investigation, we determined that we experienced a cyberattack in which a threat actor may have had access to certain systems that stored patient information. We have no evidence that any information has been misused.

What information was involved

The information that may have been accessed includes name, date of birth, phone number, email address, mailing address, dental insurance information, and portions of medical and dental treatment information. Social Security numbers and financial account information were not involved.

What we are doing

The confidentiality, privacy, and security of patient information are among our highest priorities. Upon learning of the incident, we secured our network and investigated the activity, and we are reviewing and enhancing our data privacy and security safeguards to reduce the likelihood of a similar event. We are notifying affected patients directly and have notified the appropriate regulatory authorities as required by law.

What patients can do

We encourage patients to stay alert for phishing emails or phone calls that reference their dental care, and to avoid sharing personal information with anyone who makes unexpected contact. Hawaii Family Dental will never ask for your Social Security number, payment information, or passwords by phone, email, or text. If you receive a message like that, please do not respond to it, and feel free to contact us using the information below.

For more information

If you have questions, please contact our dedicated, toll-free assistance line at 1 (888) 693-3051, Monday through Friday, 8:00 a.m. to 4:30 p.m. Hawaii Standard Time. You may also email us at privacy@hawaiifamilydental.com.