

Notice of Data Security Incidents

Updated: October 8, 2026

Hood River Dental is committed to protecting the privacy and security of the personal and protected health information we maintain. We are making individuals aware of incidents that may affect the privacy of certain individuals' information. We are providing this notice so that potentially affected individuals may take steps to protect their information, should they feel it appropriate to do so.

What Happened? On or about October 22, 2025, we experienced a cybersecurity incident that affected certain systems within our network environment. After identifying this, we took steps to evaluate and ensure the security of our systems and networks. Subsequently, on or about January 15, 2026, we experienced another cybersecurity incident.

We launched a comprehensive investigation into each of the incidents. Our investigation concluded on September 8, 2026, and determined that certain files containing personal or protected health information may have been accessed by an unauthorized party due to the incidents. We are providing notice of the incidents to individuals whose information was potentially impacted and explaining the services that are being made available.

What Information Was Involved? Based on the comprehensive investigation and document review, we determined that certain personal or protected health information was contained in the impacted data, including first and last name and one or more of the following: date of birth, financial account information, payment card information, driver's license number, Social Security number, medical record number, medical and/or patient ID account number, medical diagnosis and treatment information, and health insurance information. The types of impacted information varied by individual and not every data element was impacted for each individual.

What We Are Doing. The security and privacy of the information contained within our systems is a top priority for us. In response to this incident, we took immediate steps to secure our systems, alerted law enforcement, and engaged third-party forensic experts to assist in the investigation. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of the information we maintain.

How Will Individuals Know If They Are Affected By Either Incident? We are providing notice to individuals whose information was determined to be contained in the impacted data in accordance with our legal obligations and to the extent we have valid mailing addresses. If an individual does not receive a letter but would like to know if they are potentially affected, they may call 1-888-940-8885.

For More Information. We have established a toll-free call center to support our community with any further questions regarding this incident, please call our dedicated assistance line at 1-888-940-8885 Monday through Friday, 8 am to 8 pm Eastern Time, excluding holidays.

What You Can Do. We encourage individuals to remain vigilant against incidents of identity theft and fraud by reviewing your account statements, explanation of benefits forms, and monitoring your free credit reports for suspicious activity and to detect errors. Under U.S. law individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Individuals may also contact the three major credit bureaus directly to request a free copy of their credit report, place a fraud alert, or a security freeze. Contact information for the credit bureaus is below:

Placing a Fraud Alert on Your Credit File.