

Incident Notification

Notice of Data Incident

On March 30, 2026, Kannarr Eye Care ("KEC") identified unauthorized access to certain systems within its network. Upon discovery, KEC immediately took steps to secure and contain the incident and launched a comprehensive investigation with the assistance of independent cybersecurity and forensic specialists. The investigation determined that an unauthorized actor accessed certain files containing personal and health information relating to some patients. While we have no evidence to suggest that any information has been misused at this time, we are informing you of this incident so that you can take steps, if you feel appropriate, to protect your information.

Following the investigation, KEC conducted a detailed review of the affected files to determine whose information may have been involved and to identify current contact information for potentially affected individuals. This review was completed on August 17, 2026. On September 17, 2026, KEC mailed notification letters to affected individuals for whom a valid mailing address was available.

The types of information involved may have included individuals' names, Social Security numbers, medical information, and health insurance information. Not all information was affected for every individual. Individuals who received a notification letter can refer to that letter for details regarding the specific information potentially involved.

This message serves as substitute notice for individuals whom KEC was unable to notify directly because a valid mailing address was unavailable.

KEC maintains robust security and protecting patient information remains one of KEC's highest priorities. Following the incident, KEC enhanced its security measures, implemented additional technical safeguards, strengthened cybersecurity policies and procedures, and worked with independent cybersecurity professionals to further evaluate and reinforce its security posture.

KEC takes the privacy and security of personal information seriously and sincerely regrets any concern or inconvenience this incident may cause. Individuals with questions about this incident, or who believe they may be affected but did not receive a notification letter, may contact our dedicated assistance line at 833-918-5862, Monday through Friday, from 8:00 a.m. to 8:00 p.m. Central Time, or by email at inquiry@kannarreyecare.com.

KEC encourages affected individuals to remain vigilant by reviewing account statements, explanation of benefits forms, and credit reports for suspicious activity