



Return to IDX:
P.O. Box 1907
Suwanee, GA 30024

<<FirstName>> <<LastName>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

Enrollment Code: <<XXXXXXXX>>
Enrollment Deadline: December 23, 2026

To Enroll, Scan the QR Code Below:



Or Visit:



VIA FIRST-CLASS MAIL

September 23, 2026

Re: Notice of Data Incident/Breach

Dear <FirstName> <LastName>,

Osceola Mental Health (“Osceola”) values and respects the privacy of your personal information, which is why we are notifying you of a recent incident that may have involved some of your personal information. Below you will find information about what happened, steps we are taking, and resources and additional guidance to help you protect your information.

What Happened?

On July 23, 2026, Osceola became aware of unusual activity on its computer systems. Upon discovery of this incident, Osceola immediately secured the environment and promptly engaged a specialized third-party cybersecurity firm to conduct a comprehensive investigation to determine the nature and scope of the incident. The forensics investigation was completed on August 19, 2026.

Osceola has determined that certain information stored on our systems was copied by an unauthorized party. Thereafter, Osceola conducted a thorough review of the impacted files. Osceola is notifying all individuals whose personal information may have been exposed as a result of this incident via U.S. mail to the extent we have their mailing addresses. On September 17, 2026, Osceola finalized the list of individuals to notify. As of this writing, Osceola has not received any reports of misused personal information or identity theft since the date of the incident.

What Information Was Involved?

We conducted an extensive and comprehensive review to identify the specific individuals and the type of data that was impacted. The type of personal information that may have been exposed varied for each person as specified in the individual notice letters. The information may have included one or more of the following data elements: Social Security number, driver’s license number or other government-issued ID number, financial account information, health information, and/or health insurance information.

What We Are Doing

Data privacy and security are among our highest priorities, and we are committed to doing everything we can to protect the privacy and security of personal information within our care. Since the discovery of the incident, we moved quickly to investigate, respond, and confirm the security of our computer systems. Specifically, we reset all user account credentials, installed endpoint detection and response software to monitor our network system, refined the security of our remote access methods, restored operations in a safe and secure mode, and will continue to take steps to mitigate the risk of future harm. Finally, we are providing affected individuals with complimentary credit monitoring and identity theft restoration services.

We are offering identity theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include [12 months/24 months] of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do

We encourage you to take advantage of the complimentary credit monitoring and identity theft protection we are making available to you. While we are covering the cost of these services, you will need to complete the activation process by following the instructions below.

To enroll in Credit Monitoring services at no charge, please log on to [REDACTED] and follow the instructions provided. When prompted please provide the following unique code to receive services: <<Unique Code>>.

In order for you to receive the monitoring services described above, you must enroll within ninety (90) days from the date of this letter. Enrollment requires an internet connection and e-mail account and may not be available to minors under the age of eighteen (18) years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Additionally, we encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious or unauthorized activity. You can find more information on steps to protect yourself against identity theft identity theft in the enclosed *Additional Resources to Help Protect Your Information* sheet.

Contact Information

We value the trust you place in us and sincerely regret any concern or inconvenience this matter may cause. Rest assured we remain dedicated to ensuring the privacy and security of all information in our control. Should you have any questions or concerns about this incident or need assistance enrolling in credit monitoring, please call [REDACTED] during the hours of 9:00 a.m. to 9:00 p.m. Eastern Time, Monday through Friday (excluding U.S. national holidays).

Sincerely,

Osceola Mental Health d/b/a Park Place Behavioral Healthcare