

Notice of Data Privacy Event

<https://www.providentstl.org> – Provident Behavioral Health (“PBH”) values and respects the privacy of the personal information within its care, which is why we are providing notice of a data security incident that may have resulted in unauthorized access to some individuals’ personal information. This notice is intended to provide details about the incident, steps we are taking in response, and resources available to help protect against the potential misuse of personal information.

What Happened? On April 3, 2026, we detected suspicious activity on our computer systems. Upon discovering the activity, we isolated the impacted systems and promptly engaged a specialized third-party cybersecurity firm to assist with remediating these systems as well as to conduct a comprehensive forensic investigation to determine the nature and scope of the incident. The forensic investigation found evidence that data stored on the impacted systems were acquired by an unauthorized user.

We diligently reviewed the potentially impacted files to identify and catalog the types of information present within them and any individuals to whom the information related. After completing our investigation, on September 4, 2026, we notified affected individuals by U.S. First Class Mail. We are providing this substitute notice to reach those individuals who were not able to receive direct notice of the incident.

What Information Was Involved? Based on the investigation, it is possible the following information may have been subject to unauthorized access: Contact and Demographic information, Date of Birth, Driver’s License or State Identification Number, Social Security Number, Medical Information, Health Insurance Information, and Name. Please note the impacted data elements may vary for each individual.

What Are We 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 the 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 disconnected all access to our network, changed administrative credentials, restored operations in a safe and secure mode, enhanced the security measures, and took steps 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.

What You Can Do: 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. Additionally, security experts suggest that you contact your financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect your interests, including the

possible placement of a fraud alert on your credit file. Please review the attached Steps You Can Take to Help Protect Your Information, to learn more about how to protect against the possibility of information misuse.

Other Important Information: We recognize that you may have questions not addressed in this notice. If you have any questions or concerns, please call 844-209-5987 (toll free) Monday through Friday, during the hours of 9:00 a.m. and 9:00 p.m. Eastern Standard Time (excluding U.S. national holidays).

PBH sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Provident Behavioral Health