

Rockwood Retirement Communities Notifies Individuals of Data Security Incident

Spokane, WA: August 20, 2026 – Rockwood Retirement Communities (“Rockwood”) experienced a data security incident that may have involved personal and/or protected health information. Rockwood has sent notification of this incident by way of U.S. First-Class Mail to potentially impacted individuals with available address information and provided resources to assist them.

On or around February 16, 2026, Rockwood became aware of suspicious activity in our network. We immediately took steps to ensure the security of our internal systems and engaged independent forensic experts to investigate what happened and what data might have been affected during the incident, if any. As a result of the investigation, we learned that certain files may have been acquired without authorization. We then engaged an independent team to conduct a comprehensive and time-intensive review of those files. On June 8, 2026, that review determined that certain personal information may have been contained within the affected data. We have since worked diligently to verify the potentially affected individuals, gather and validate contact information, and assess the scope of the impacted information to complete this notice. This process was completed on July 27, 2026.

Based on our review of the data set, the following information may have been involved as a result of the incident: name, Social Security number, date of birth, driver’s license number or state identification number, passport number, financial account information, Medicaid or Medicare number, medical information, and/or health insurance information. Of note, not all information was involved for all individuals. **Please note that at this time, Rockwood has no evidence to suggest misuse or attempted misuse of this information to perpetrate identity theft.**

On August 20, 2026, Rockwood provided formal notice of this incident to potentially impacted individuals whose contact information was identified. In so doing, Rockwood provided information about the incident and resources that potentially impacted individuals can use to monitor and help protect their personal and/or protected health information. Contact information for certain potentially affected individuals was unable to be identified, and Rockwood is providing this website posting as substitute notice to those individuals.

In addition, Rockwood has established a toll-free call center to answer questions about the incident and to address related concerns. The call center is available Monday through Friday from 5:00 a.m. to 5:00 p.m. Pacific Time, excluding major U.S. holidays, and can be reached at 1-866-898-5714. Rockwood has also notified the U.S. Health and Human Services Office for Civil Rights of this incident.

The privacy and security of our resident data is of utmost importance to us, and we deeply regret any concern or inconvenience this incident may cause.