

Kennedys

By Webform

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April 7, 2026

Re: Notice of Data Incident

Dear Attorney General Frey:

We write on behalf of our client Woodfords Family Services (“Woodfords”) to notify your office of a data breach pursuant to M.E. STAT. ANN. T. 10 § 1346.¹ Woodfords is a provider of specialized clinical, educational and behavioral services for individuals with disabilities based in Westbrook, Maine. The incident involved the personal identifiable information of 7,701 residents of Maine². This notice may be supplemented with new information learned after submission.

On April 8, 2024, Woodfords discovered suspicious activity within its network that ultimately was a ransomware event caused by the actor group Medusa. Upon discovery, Woodfords took immediate action to secure its network and to address and investigate the incident. This included retaining our office, and we retained forensic specialists to investigate the incident. The investigation determined that Woodfords’ systems were subject to

¹ In our initial notice submitted to your office on March 27, 2026, the total number of persons on the submitted Breach Report Form included 8,073 persons that were mailed a notice letter. Substitute notice for 33,911 individuals now also has been affected.

² 3,695 of these individuals are nonresidents of Woodfords. 4,006 of these individuals are current or former Woodfords residents who were notified pursuant to the Health Insurance Portability and Accountability Act. In addition, Woodfords is posting on its website substitute notice under HIPAA and noting PII involved for persons whose address Woodfords does not have.

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unauthorized access on April 8, 2024, and it identified data staging and activities typically associated with data exfiltration. The forensic investigation ended on May 30, 2024.

Woodfords then began an internal review process to identify the scope of potentially impacted data and to whom it belonged. It was anticipated that this matter was solely governed under HIPAA. Out of an abundance of caution, on June 3, 2024, Woodfords submitted a preliminary notice of this incident to the Department of Health and Human Services, Office for Civil Rights. Media notice was also submitted on June 7, 2024, to make individuals aware of the incident as soon as possible while the data review was ongoing.

Woodfords ultimately determined they could not identify the full scope of this incident internally, and data mining specialists were engaged on September 25, 2024 to confirm the scope of information involved and to whom the information belonged. This resulted in an extensive, comprehensive review process. The initial data mining process concluded on October 3, 2025. However, the data population required further internal review to identify whether any involved individuals were not governed under HIPAA. On January 29, 2026, Woodfords learned that the involved population included the personally identifiable information of 3,695 Maine residents, in addition to 4,007 Maine residents to be notified pursuant to HIPAA. This included first and last names along with Social Security numbers, driver's license numbers, financial account information, medical diagnostic and treatment information, and health insurance information. Woodfords then engaged in additional address look-ups to ensure the correct contact information for involved individuals.

Woodfords notified these individuals via First Class U.S. mail on March 27, 2026. Woodfords is offering 12 months of single bureau credit monitoring, fraud consultation, and identity theft restoration services through Cyberscout, a TransUnion company, to individuals whose Social Security numbers were included in the impacted data set. Woodfords has set up a professional call center to respond to individuals' inquiries and to assist with fraud consultation resources and credit monitoring enrollment. Woodfords has also posted a notice of this incident on their website and submitted a press release to statewide media for individuals for whom they did not have address information. A sample copy of the notification letter is enclosed. Woodfords also is reviewing its existing security policies and protections previously in place on its network and adopting additional security to safeguard against evolving threats moving forward. Woodfords is notifying the three major credit reporting bureaus Experian, Equifax, and TransUnion, and as noted, has also notified the Department of Health and Human Services, Office for Civil Rights of this incident.

Should you have any further questions at this stage, please do not hesitate to contact me. Thank you.

Very truly yours,

Attorney General Aaron Frey
Office of the Attorney General
April 7, 2026

/s/ Matthew C. Smith

Matthew C. Smith

Associate
for Kennedys

Enclosures: Sample Consumer Notification Letter

cc: Joshua A. Mooney, Esquire (joshua.mooney@kennedyslaw.com)