

Atrium Centers, Inc. – Notice of Privacy Incident

Atrium Centers, Inc. (“Atrium”) is providing notice of a recent data event that may involve information related to current or former Atrium patients, related responsible parties, and employees. Although we presently have no evidence that any such information has been used to commit identity theft or fraud, we are providing information about the incident, steps taken since becoming aware of the incident, and resources available to individuals to help protect their information from possible misuse, should they feel it is appropriate to do so.

What Happened? On or around October 13, 2025, we identified unusual activity affecting certain IT systems within our network. We promptly took steps to secure its systems and initiated an investigation to confirm the full nature and scope of the activity. The investigation determined there was unauthorized access to our network between October 8, 2025, and October 12, 2025, and that certain files and folders within the network were viewed and/or copied without authorization during that time. We are currently undertaking a thorough review of the files to determine what sensitive information was affected and to whom it relates. In the meantime, we are making individuals aware of this event and the potential impact to information.

What Information Was Involved? The information potentially affected varies by individual, but may include: names, contact and demographic information, government identification numbers, such as Social Security or driver’s license numbers, patient identification numbers, medical record numbers, medical information, health insurance information, claim information, financial account information, and/or dates of birth.

What Atrium Is Doing. In response to this issue, we promptly commenced an investigation to confirm the nature and scope of this incident. The investigation and response included validating the security of our systems. As part of Atrium’s ongoing commitment to the privacy of information in our care, we are reviewing our policies, procedures and processes, and enhancing existing technical safeguards. We notified law enforcement and will also notify applicable regulatory authorities where necessary.

What Can Affected Individuals Do? Atrium encourages all potentially impacted individuals to remain vigilant by reviewing account statements, monitoring free credit reports and Explanation of Benefits for suspicious activity, and to detect errors. Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus: Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/data-breach-resources/what-to-do-after-a-data-breach
1-888-298-0045	1-888-397-3742	1-833-799-5355
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim.

Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state attorney general. This notice has not been delayed by law enforcement.

For More Information. If you believe you have additional questions, you may contact our toll-free dedicated assistance line at 855-433-1829, Monday through Friday, 9:00 AM – 9:00 PM Eastern Time, excluding U.S. holidays. You may also write to Atrium at 2550 Corporate Exchange Drive, Suite 200, Columbus, OH 43231.