

Notice of Data Incident

September 26, 2025

On July 30, 2025, Catholic Charities of the Diocese of Albany discovered unusual activity on our network and immediately launched an investigation. The investigation determined there was unauthorized access to certain information stored within our network between March 29, 2025 and July 31, 2025. Therefore, we are conducting a comprehensive review of the contents of the information to determine the types of information potentially affected and to whom it is related. This review is ongoing.

The types of information possibly contained within the affected data may include patient names and one or more of the following: address, phone number, email address, Social Security number, driver's license/state ID number, taxpayer ID number, date of birth, medical diagnosis/treatment information, prescription information, date of service, patient ID number, provider name, medical record number, Medicare/Medicaid number, health insurance information, health insurance claim number, health insurance policy number, and/or treatment cost information.

Through our investigation, we have reset passwords and reviewed our policies and procedures related to this incident. We are also providing potentially affected individuals access to credit monitoring and identity protection services as an added precaution. If you have questions about this incident or would like to enroll in the credit monitoring and identity protection services, please call 1-833-378-0422, Monday through Friday, between 8 am to 8 pm ET, excluding major U.S. holidays. You may also write to us at 40 N. Main Avenue, Albany, NY 12203.

In general, we encourage potentially affected individuals to remain vigilant against incidents of identity theft and fraud by reviewing credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228.

Individuals have the right to place an initial or extended fraud alert on a credit file at no cost. If individuals are a victim of identity theft, they are entitled to an extended fraud alert lasting seven years. As an alternative to a fraud alert, they have the right to place a credit freeze on a credit report. The credit freeze is designed to prevent credit, loans, and services from being approved without consent. Pursuant to federal law, individuals cannot be charged to place or lift a credit freeze on your credit report.

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

TransUnion
1-800-680-7289
www.transunion.com

Experian
1-888-397-3742
www.experian.com

Equifax
1-888-298-0045
www.equifax.com

Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or their state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, the state Attorney General, and the FTC.