

Almere, XX August 2024

Subject: data breach at supplier AddComm Direct B.V.

Dear Mr./Ms. [LAST NAME],

On behalf of your care provider, [practice name], we would like to call your attention to an unpleasant but important notice about an event at our supplier AddComm Direct B.V. As you may have read in the media, AddComm was the target of cybercriminals in May. AddComm's services include sending paper and digital bills to healthcare consumers.

In this letter, we will explain what happened, what the consequences may be for you, what measures we have taken and what steps you can take. So please read this message carefully.

### **What happened?**

As we stated above, AddComm has been the target of a cybercrime, in which criminals copied data from the AddComm computer system. Your data was also being stored on that computer. AddComm has reported that they cannot be certain that your data were not copied. However, there are no concrete indications that the criminals copied your personal data. Considering the uncertainty of the situation, for the purpose of this notification we have chosen to assume that your data were affected, and to act accordingly.

### **Overview of personal data that may have been affected**

Your personal data that was stored in the AddComm system are those data listed on any (digital) invoice or other correspondence you have received from Infomedics on behalf of your healthcare provider. That includes:

[LIST OF PERSONAL DATA PER CARE CONSUMER]

### **What does this mean for you?**

Criminals may try to use your data for inappropriate purposes. We therefore recommend that you be extra alert for unexpected or suspicious phone calls, e-mails, WhatsApp messages or text messages asking for your information, especially if someone claims to be contacting you on behalf of your bank, for example. **Never share your information with anyone who contacts you unsolicited!** For additional tips, please see the Personal Data Authority information website:

- [www.infomedics.nl/internetfraude](http://www.infomedics.nl/internetfraude)
- <https://www.autoriteitpersoonsgegevens.nl/themas/beveiliging/datalekken/slachtoffer-van-een-datalek-dit-kunt-u-doen>

### **What else have we done?**

AddComm, as well as Infomedics itself, immediately enlisted the help of external experts once the incident was discovered.. These experts are helping us take measures to limit the negative effects of this incident. These measures are intended to prevent any copied data from being distributed or abused. Our highest priority has been to prevent and mitigate any negative impact on you. The incident has also been reported to the Personal Data Authority, which has conducted an investigation, and we have consulted with the Authority regarding the follow-up activities.

### **Do you have any questions?**

We are very sorry this happened and we apologize for any inconvenience you may have suffered as a result of the incident.

For more information, and a list of Frequently Asked Questions, please visit:

<https://www.infomedics.nl/datalek>. There you will also find this letter in Dutch, German, Polish, Turkish and Arabic. You can also call us at 020-2143535.

Kind regards,  
Infomedics

Fred Bloem  
CEO