

Notification of Data Security Incident

December 6, 2019 – Equinox, Inc. has learned of a data security incident that involved protected health information belonging to certain current and former clients. On December 6, 2019, Equinox, Inc. notified potentially impacted clients and provided resources to assist them.

On July 26, 2019, Equinox, Inc. discovered unusual activity within its digital environment. Upon discovering this activity, Equinox, Inc. immediately took steps to secure its digital environment and commenced an investigation. In so doing, Equinox, Inc. engaged independent cybersecurity experts to determine what happened and whether protected health information had been accessed or acquired without authorization. On August 28, 2019, the cybersecurity experts engaged by Equinox, Inc. reported having discovered evidence of unauthorized access to two email accounts belonging to Equinox, Inc. employees. Equinox, Inc. then engaged data review experts to determine if the accessed email accounts contained protected health information. On October 9, 2019, Equinox, Inc. learned that protected health information belonging to some current and former clients was contained within the impacted accounts and was therefore potentially accessed. This information may have included names, addresses, dates of birth, Social Security numbers, and medical treatment or diagnosis information, health insurance information, and/or medication-related information.

Equinox, Inc. takes the security of all information very seriously. Equinox, Inc. has no evidence indicating that any information aside from the information contained within the accessed email accounts was potentially impacted in connection with this incident. In addition, Equinox, Inc. has no evidence that any of the information potentially impacted in connection with this incident has been misused. Nonetheless, Equinox, Inc. has implemented additional security features to help prevent similar incidents from occurring in the future. Equinox, Inc. has also reported this matter to law enforcement and will cooperate as necessary to hold the perpetrator of this incident accountable.

Notification letters were sent to potentially impacted individuals on December 6, 2019. The letters include information about this incident and about steps that potentially impacted individuals can take to monitor and help protect their personal information. Equinox, Inc. has established a toll-free call center to answer questions about the incident and to address related concerns. The call center can be reached at 1-800-405-6108, Monday through Friday from 8:00 am to 5:00 pm Eastern time. In addition, as a precaution, Equinox, Inc. is offering complementary credit monitoring services through CyberScout to those individuals whose information was potentially impacted. If your information was potentially impacted, enrollment information was provided in the letter you received.

The privacy and protection of private information is a top priority for Equinox, Inc. Equinox, Inc. deeply regrets any inconvenience or concern this incident may cause.

The following information is provided to help individuals wanting more information about steps that they can take to protect themselves:

What steps can I take to protect my private information?

- If you detect suspicious activity on any of your accounts, you should promptly notify the financial institution or company with which the account is maintained. You should also report any fraudulent activity or any suspected incidents of identity theft to law enforcement.
- You may obtain a copy of your credit report at no cost from each of the three nationwide credit reporting agencies. To do so, visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies appears at the bottom of this page.
- Notify your financial institution immediately of any unauthorized transactions made, or new accounts opened, in your name.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC's website offers helpful information at www.ftc.gov/idtheft.

What should I do to protect myself from payment card/credit card fraud?

We suggest that you review your debit and credit card statements carefully in order to identify any unusual activity. If you see anything that you do not understand or that looks suspicious, you should contact the issuer of the debit or credit card immediately.

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every twelve (12) months. To do so, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three agencies is included in the notification letter and is also listed at the bottom of this page.

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert informs creditors of possible fraudulent activity within your report and requests that creditors contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is listed below.

Contact information for the three nationwide credit reporting agencies is as follows:

Equifax Security Freeze PO Box 105788 Atlanta, GA 30348 1-800-685-1111 www.equifax.com	Experian Security Freeze PO Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com	TransUnion (FVAD) PO Box 2000 Chester, PA 19022 1-800-888-4213 www.transunion.com
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