



Notification of Data Security Incident

[Home](#) » [Notification of Data Security Incident](#)

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February 21, 2025 – On or around December 24, 2024, Denton County MHMR Center (“DCMHMR”) discovered unusual activity on our network. Upon discovery, we took immediate action to secure the network and engaged a team of third-party specialists to investigate the incident. The investigation determined that certain information stored on our network was accessed by an unauthorized party for a limited time between December 24, 2024, and December 25, 2024. Therefore, we are conducting a comprehensive review of the information potentially affected. The type of information likely varies by individual and may include name and one or more of the following: address, Social Security number, bank account information, date of birth, treating physician, and diagnosis and treatment information.

At this time, DCMHMR is not aware of any evidence to suggest that any information has been or will be fraudulently misused. However, we were unable to rule out the possibility that the information could have been accessed. Therefore, in an abundance of caution, we are notifying potentially impacted individuals of this incident.

In response to this incident, we immediately began an investigation, notified law enforcement, and reviewed our policies and procedures related to data security. We are also implementing additional security measures within our network to protect against future incidents. Although we have no evidence of actual or attempted fraudulent misuse of information as a result of this incident, we encourage potentially affected individuals to monitor their credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Individuals may also wish to contact the three major credit agencies to place a fraud alert or credit freeze on their credit report: Equifax (888-378-4329); TransUnion (833-395-6938); and Experian (888-397-3472).

Denton County MHMR Center has established a hotline to answer questions about the incident and to address related concerns. The number for the hotline is 1-877-514-2238. The hotline hours of operation are 8:00 AM to 8:00 PM CT, Monday – Friday, excluding holidays.

PO Box 2346 – Denton, Texas 76202

About

Denton County MHMR Center can provide you and your family with a wide array of mental health services including Adult & Child Mental Health Services, Intellectual & Development Disabilities Service, Crisis Services, And Substance Use Disorder Services. You are not alone, reach out to us we are here to help. Monday-Friday 8a-5p, Flexible Hours Available

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