PARK PLACE BEHAVIORAL HEALTH CARE

NOTICE OF DATA PRIVACY EVENT

https://www.ppbh.org/ - Osceola Mental Health d/b/a Park Place Behavioral Healthcare ("Osceola") values and respects the privacy of the personal information within its care, which is why we are writing to inform you of a data security incident that may have resulted in unauthorized access to some individuals' personal information. This notice is intended to provide details about the incident, steps we are taking in response, and resources available to help protect against the potential misuse of personal information.

What Happened? On July 23, 2026, Osceola became aware of unusual activity on its computer systems. Upon discovery of this incident, Osceola immediately secured the environment and promptly engaged a specialized third-party cybersecurity firm to conduct a comprehensive investigation to determine the nature and scope of the incident. The forensics investigation was completed on August 19, 2026.

Osceola has determined that certain information stored on our systems was copied by an unauthorized party. Thereafter, Osceola conducted a thorough review of the impacted files. Osceola intends to notify all individuals whose personal information may have been exposed as a result of this incident via U.S. mail to the extent we have their mailing addresses. On September 17, 2026, Osceola finalized the list of individuals to notify.

What Information Was Involved? The type of personal information that may have been exposed varied for each person as specified in the individual notice letters. The information may have included one or more of the following data elements: name, date of birth, social security number, driver'slicense number or other government issued ID number, financial account information, health information, and/or health insurance information.

What Are We Doing? Data privacy and security are among our highest priorities, and we are committed to doing everything we can to protect the privacy and security of personal information within our care. Since the discovery of the incident, we moved quickly to

investigate, respond, and confirm the security of our computer systems. Specifically, we reset all user account credentials, installed endpoint detection and response software to monitor our network system, refined the security of our remote access methods, restored operations in a safe and secure mode, and will continue to take steps to mitigate the risk of future harm. Finally, we are providing affected individuals with complimentary credit monitoring and identity theft restoration services.

What You Can Do: We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious or unauthorized activity. Additionally, security experts suggest that you contact your financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert on your credit file. Please review the attached Steps You Can Take to Help Protect Your Information, to learn more about how to protect against the possibility of information misuse.

Other Important Information: We recognize that you may have questions not addressed in this notice. If you have any questions or concerns, please call 1-866-200-0963 (toll free) Monday through Friday, during the hours of 9:00 a.m. and 9:00 p.m. Eastern Standard Time (excluding U.S. national holidays).

Osceola sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,

Osceola Mental Health d/b/a Park Place Behavioral Healthcare