

Notice of Data Breach
Last Updated: November 12, 2025

ARC Community Services (“ARC Community”) was the victim of a security incident that resulted in the unauthorized acquisition of protected health information (“PHI”). ARC Community provides community-based support services for women and children, including, counseling, parental guidance, treatment programs for pregnant and postpartum, education support services, case management, and assistance with health needs through direct treatment or referrals. We obtained PHI through the provisions of those services.

We were unable to locate all the addresses of the individuals whose information was involved. As a result, we are issuing this public notice to inform individuals whose information was potentially involved in the incident. While we have no indication that any information has been subject to actual or attempted misuse, we are providing you with details of the event, our response, the information involved, and steps individuals may consider to protect protected health information.

What Happened? On November 4, 2024, ARC Community became aware of unauthorized activity in its network. Upon discovery, we took immediate action to investigate the incident, which included taking our systems offline until we could safely restore operations. We also partnered cybersecurity specialists to lead the investigation and assist with the remediation efforts.

What Information Was Involved? As part of this investigation, we performed a detailed review to identify the data involved, and to whom the data belongs to. While the review remains ongoing, it was determined that files containing protected health information was taken from our network. The information that may have been involved will not be the same for every potentially affected individual. The information involved may include contact information (such as first and last name and address), date of birth, and one or more of the following: medical record number, health information, driver’s license number, and financial account information. We reiterate that we have no evidence or indication of any actual or attempted fraud or misuse of protected health data.

What We Are Doing. We reported the incident to law enforcement and filed a report to the Office for Civil Rights with the Department of Health and Human Services. We are providing you with proactive fraud assistance to help with any questions that you might have or in event that you discover suspicious activity.

What You Can Do: Individuals who believe their information may have been involved in the incident may contact our professional assistance line, operated by Cyberscout, a TransUnion company, at 1-833-426-3205, Monday through Friday (excluding federal and major U.S. holidays), from 8:00 AM to 8:00 PM Eastern Time. As a general matter, one may remain vigilant against incidents of identity theft and fraud by reviewing your credit reports and account statements for suspicious activity and in order to detect errors. If you discover any suspicious or unusual activity on your accounts, please promptly contact the financial institution, health insurance provider, or company. We have provided additional information below, “*Steps You Can Take to Help Protect Your Information,*” which contains more information about steps you can take to help protect yourself against fraud and identity theft.

For More Information: If you have questions or concerns, please contact our professional assistance line at 1-833-866-4037, Monday through Friday 8:00am – 8:00pm ET, excluding major U.S. holidays. Please know that the security of information is of the utmost importance to us. We stay committed to protecting your trust in us and continue to be thankful for your support during this time.

Sincerely,

ARC Community Services

Enclosure: *Steps You Can Take to Help Protect Your Information*

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Monitor Your Accounts and Credit Reports

You may remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you 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. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you should provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you 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 TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 TransUnion Credit Freeze	Experian 1-888-397-3742 www.experian.com Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 Experian Credit Freeze	Equifax 1-888-298-0045 www.equifax.com Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze
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P.O. Box 160 Woodlyn, PA 19094	P.O. Box 9554 Allen, TX 75013	P.O. Box 105788 Atlanta, GA 30348-5788
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your 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.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

ARC Community Services may be contacted by mail at 2001 West Beltline Hwy, Suite 102, Madison, WI 53713. There has been no delay due to law enforcement.