



County of Santa Cruz

HEALTH SERVICES AGENCY

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Health Services Agency Administration

Date: 11/15/2019

Attention: All Syringe Services Program Participants

Dear Participant,

Subject: NOTICE OF DATA BREACH

What Happened?	We are posting this letter as part of the County of Santa Cruz Health Services Agency's commitment to client privacy. We take client privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue that occurred on Thursday, October 24, 2019. It was discovered that the Watsonville Syringe Service Exchange was broken into through a glass door and the locked syringe service cart was stolen.
What Information Was Involved?	We have learned that a binder included in the cart may have contained completed Narcan questionnaires that may have included participant's personal information, including full name and SSP ID numbers may have been compromised.
What We are Doing:	We promptly reported the incident to the California Department of Health Care Services. The County of Santa Cruz Health Services Agency has also relocated the Watsonville Syringe Services Program to another location that better fits the service flow and has increased security. Our Syringe Services has also changed their process to no longer maintain completed Narcan questionnaires within the binder or syringe service cart.
What You Can Do:	We are keenly aware of how important your personal information is to you and we encourage you to monitor your credit score through a free credit score provider like www.creditkarma.com for signs of identity theft.
Other Important Information:	We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. The County of Santa Cruz Health Services Agency is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy.

For More Information:	For more information on identity theft, you may visit the Web site of the California Department of Justice, Privacy Enforcement and Protection at www.privacy.ca.gov .
Agency Contact:	Should you need any further information about this incident, please contact: HIPAA Privacy Officer, James Dyer, at 1080 Emeline Ave. Santa Cruz, CA. 95060 or at (831) 454-4613. Or email at James.Dyer@santacruzcounty.us

Kind regards,

James Dyer
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