

NOTICE TO OUR CLIENTS:

Columbus Public Health (CPH) is dedicated to preserving the confidentiality of the personal information you share with us when you receive services. However, an incident occurred with regard to the personal information of a small number of CPH's clients in its Tuberculosis Control Program which CPH deeply regrets.

CPH's internal email system was the victim of a "phishing" incident. Phishing is defined as the practice of trying to trick people into giving confidential information by sending emails that look as if they come from a reliable source, such as the person's place of employment. The details from those emails are then used to steal people's identities in order to commit crimes.

A phishing incident occurred and was discovered on March 9, 2019. An employee received an email from an unauthorized person outside of CPH. The unauthorized person made the email look as though it was official City of Columbus business, so the employee opened the email. When the email was opened, the unauthorized person gained access to the employee's email account. The names, and in some cases dates of birth, of some Tuberculosis Control Program clients were listed in the employee's email account and may have been seen by an unauthorized person. *No other information, such as social security numbers, was exposed.*

Since the discovery of the incident, CPH has been working diligently to contact clients that were affected through letters and/or telephone calls. CPH is also posting this message on its website to reach clients it has not been able to reach in these other ways.

CPH is committed to preventing future phishing incidents. CPH's employees will continue to be trained on spotting and avoiding potential phishing scams. CPH also will develop a more focused process of notifying employees when potential phishing incidents have been identified before they have a chance to be a victim to it.

The Federal Trade Commission offers helpful tips on protecting yourself from identity theft once your information has been breached at <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>.

CPH apologizes for this incident and any distress it may cause its clients who were affected. If you have questions or concerns, please contact CPH's Privacy Officer Shelly Mitchell at (614) 645-2738 or smitchell@columbus.gov. The City of Columbus also can be reached by telecommunications devices for the deaf through the [Ohio Relay Service](#) at 1-800-750-0750 (TTY-TDD) or 7110.