



## Important Notice of Data Security Incident

Aultman Hospital (“Aultman”) is committed to protecting the confidentiality and security of the information we maintain. A data security incident occurred that may have involved information related to AultWorks. This notice explains the incident, measures that have been taken, and some steps you can take in response.

Aultman identified and responded to a phishing incident that involved unauthorized access to one employee’s email account. Aultman first became aware of the incident on March 30, 2026, after identifying unusual activity in the employee’s email account. Upon learning of this, Aultman secured the employee’s account and launched an investigation.

The investigation confirmed that this incident was limited to just one employee’s email account and did **not** involve Aultman’s electronic health records systems. Importantly, this incident did **not** disrupt Aultman’s services or operations.

The investigation determined that an unauthorized party accessed the Aultman employee’s email account for a limited time on March 30, 2026. While access was for a limited time, Aultman cannot definitively rule out the possibility that the unauthorized party accessed emails in the employee’s email account.

Out of an abundance of caution, Aultman conducted a comprehensive search of the contents of the employee’s email account. The review identified one or more emails that contained information, which could have included any combination of patient name, date of birth, social security number, medical record number, provider name, or billing codes.

Aultman deeply regrets any inconvenience or concern this incident may cause and takes this matter seriously. To help prevent something like this from happening again we will continue to adopt additional safeguards and technical security measures to further protect and monitor our systems. Aultman is required to report this incident to the U.S. Department of Health and Human Services.

If you have any questions about this incident, please call 330-363-3380 or 1-800-686-9373 ext. 3380, Monday through Friday, between 8:30 a.m. and 4:00 p.m., Eastern Time.

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