

UNIVERSITY OF FLORIDA  
INFORMATION PRIVACY POLICIES & PROCEDURES  
PRIVACY MANAGEMENT

**Investigating and Responding to Privacy Violations (continued)**  
**Sample Notification Letter #1**

Date: \_\_\_\_\_

Re: Medical Records of \_\_\_\_\_

Dear \_\_\_\_\_

The Privacy Office was recently notified that the XXXXXX Clinic at the University of Florida has been unable to locate your original treatment records. The recorded information included your name and address, telephone numbers, social security numbers, birth date, insurance information, emergency contact information, health and medication history, and treatment plans. While all of this misplaced information was not immediately available, the clinic has been able to reconstruct the majority of your records to provide continuity of care.

Although we believe the risk for anyone finding and then using this information for identity theft or other unlawful purposes is very low, Florida Law and University policies require us to notify you about this event so you may take extra steps to protect your financial information if you desire. We suggest that you follow the advice of the Federal Trade Commission, which you will find in the brochure with this letter. Credit agencies will not permit UF to act on your behalf regarding your credit data, therefore, here is the University Police Stolen Property Report number to help you report this event to the credit agency: #####. If you should receive benefit summary reports from your insurance company that appear fraudulent, notify the insurance carrier promptly.

We deeply regret this incident and we are working to prevent any future events of this kind. If you have questions, please do not hesitate to call me at the number listed above or through the Privacy Office Hotline 1-866-876-HIPA. If you have internet access, you can find more information at the UF Privacy Office website: <http://privacy.health.ufl.edu> .

Sincerely,

University of Florida Privacy Officer

Privacy Policy & Procedure Manual      Privacy Management: 1 of 2

Version: 11/01/06

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**Investigating and Responding to Privacy Violations (continued)**  
**Sample Notification Letter #2**

Date \_\_\_\_\_ Re: Records of \_\_\_\_\_

Dear \_\_\_\_\_,

One week ago, a computer was stolen from the Department of XXXXXXXXXXXX at the University of Florida. The computer contained personal identification information about the person named above in a password-protected database. The information included name, address, social security number, and date of birth.

Although we believe the risk for anyone using the information for identity theft or other unlawful purposes is very low, Florida Law and University policies require us to notify you about this event so you may take extra steps to protect your financial information if you desire. We suggest that you follow the advice of the Federal Trade Commission, which you will find in the brochure with this letter. Credit agencies will not permit UF to act on your behalf regarding your credit data, therefore, here is the University Police Stolen Property Report number to help you report this event to the credit agency: #####.

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Sincerely,

University of Florida Privacy Officer