

**SAFETYCALL INTERNATIONAL, LLC.**  
**NOTICE OF DATA SECURITY INCIDENT**

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The privacy and security of personal information is of the utmost importance to SafetyCall International, LLC. (“SafetyCall”). SafetyCall provides adverse event reporting services related to consumer products for various companies.

Netgain provides data hosting services to SafetyCall. Netgain informed SafetyCall that it experienced a network intrusion resulting in unauthorized access to certain portions of its network. Netgain indicated to SafetyCall that it first became aware of a potential security incident beginning on November 24, 2020, which ultimately culminated in the launch of ransomware on December 3, 2020. Netgain reported that the last day of unauthorized access on its network was December 3, 2020. Netgain also indicated that its environment is secure. On January 14, 2021, Netgain informed SafetyCall that certain of SafetyCall’s customer’s data may have been taken from its network as part of the attack. Upon learning of the issue, SafetyCall immediately obtained the records that may have been compromised and began a comprehensive review with outside data privacy professionals to determine whether any sensitive data was located within them. On or about May 26, 2021, SafetyCall completed this initial review and began notifying its affected clients that some records did contain a limited amount of personal information belonging to SafetyCall’s clients’ customers. The information included full names and information related to consumer product incidents reported to SafetyCall, which may describe a physical injury or adverse reaction.

SafetyCall began providing written notification of this incident to its clients’ impacted customers commencing on or about July 17, 2021, to the extent SafetyCall had a last known home address and to the extent SafetyCall’s clients authorized such notifications. The notice letter specifies, if applicable, steps impacted individuals may take in order to protect themselves against identity fraud, including placing a fraud alert/security freeze on their credit files, obtaining free credit reports, remaining vigilant in reviewing financial account statements and credit reports for fraudulent or irregular activity on a regular basis, and taking steps to safeguard themselves against medical identity theft.

At SafetyCall, protecting the privacy of its callers and their personal information is a top priority. SafetyCall is committed to maintaining the privacy of personal information in its possession and has taken many precautions to safeguard it. In connection with this incident, SafetyCall verified with Netgain that it had taken significant steps to remove the intruder from its systems and prevent further compromise, including resetting passwords, restricting access rights, and deploying advanced endpoint detection and protection software. SafetyCall continually evaluates and modifies its practices and internal controls to enhance the security and privacy of personal information.

**Individuals with questions concerning this incident may call a dedicated and confidential toll-free response line that SafetyCall has set up to respond to questions at 855-347-6551. The response line is available Monday through Friday, 9 a.m. to 11 p.m. Eastern Time, and Saturday and Sunday 11 a.m. to 8 p.m. Eastern Time.**