

IMPORTANT PRIVACY NOTICE - CLIENT NOTIFICATION FAQs

1. What happened?

Like many other organizations, we have been the victims of a cyber incident. This means that that someone got into our IT systems without our authorization, encrypted (i.e., locked or otherwise blocked our access to) some of our servers where we store our files, accessed and took some information from our IT systems. As soon as we found out, we immediately brought in cybersecurity experts to help us contain the incident, investigate what happened and to return our systems to normal as soon as possible in a safe and secure manner.

The incident has since been contained and our cybersecurity experts have told us that our IT environment is secure.

2. When did this incident occur?

We discovered this incident on April 28, 2026.

3. How did you discover this incident?

Some of our staff noticed that they could not log onto their computers. When we looked into it, we found that someone who wasn't allowed had gotten into part of our IT environment.

4. What have you done to address this incident?

Keeping your information safe is very important to us. Since we found out about the incident, we have worked hard to contain it, investigate what happened, and to return our systems to normal as soon as possible in a safe and secure manner.

We have also worked hard to understand if any personal information was affected. We have reported this incident to the Information and Privacy Commissioner of Ontario (IPC). The IPC oversees how organizations handle and protect personal health information in Ontario.

We have also told the police about this incident.

5. Is this affecting your services?

No. All STC services are open and continue to operate.

6. Why didn't IT security prevent the cyber incident?

Cyber threats are always changing, and even with strong security, no organization can stop every attack. We take this incident very seriously and conducted a thorough investigation to understand how the incident happened. We are committed to learning from this incident to help prevent similar incidents in the future.

Support. Hope. Thrive.

60 Westwood Road, Guelph, ON N1H 7X3

Phone: 519 837 1470 Fax: 519 837 3232 Email: info@stonehengetc.com Web: www.stonehengetc.com

7. Is the threat over?

Yes, the incident has been contained and our cybersecurity experts have told us that our environment is secure.

8. Was my personal information compromised?

We keep our clients' personal health information in an electronic medical records database. Based on the expert's investigation, there is no sign that the person who accessed our IT systems accessed, looked at or took any information from this database. However, they were able to encrypt it, which means that we were blocked from accessing our client's medical records for a short period of time.

The types of information in our electronic medical records database varies from person to person, but would typically include some or all of the following: name, address, date of birth, intake forms and clinical notes.

For a very small number of clients, your name may have been included in certain files that we keep outside of our electronic medical records database and that were accessed or taken without permission.

We understand this may be concerning, but based on what we know, we believe the risk of potential harm to you is limited.

9. Does this mean that I am a victim of identity theft?

No. Just because your information may have been affected does not mean someone has stolen your identity. Right now, there is no evidence that your personal information has been used for identity theft.

10. Have the police been notified?

Yes, we have notified the police.

11. Has the privacy commissioner been notified?

Yes, we have reported this incident to the Information and Privacy Commissioner of Ontario, which oversees how organizations handle and protect personal health information in Ontario.

12. Additional Questions.

If you have more questions that were not covered by these FAQs or the notice, contact us at privacy@stonehengetc.com and we will respond to your inquiry as quickly as we are able to.

Support. Hope. Thrive.

60 Westwood Road, Guelph, ON N1H 7X3

Phone: 519 837 1470 Fax: 519 837 3232 Email: info@stonehengetc.com Web: www.stonehengetc.com