

Security Update

Notice Regarding Cybersecurity Incident

Baylor Genetics is providing notice of a recent cybersecurity incident that impacted a limited portion of our information technology environment and potentially involved certain individuals’ personal information. Protecting the privacy and security of the information entrusted to Baylor Genetics is one of our highest priorities.

We recognize that news of a cybersecurity incident may be concerning, and we are committed to providing clear information about what happened, the steps we have taken in response, and resources available to help protect potentially affected individuals.

Upon identifying the incident, Baylor Genetics also immediately secured its systems, conducted a comprehensive forensic investigation, engaged leading independent cybersecurity and digital forensic specialists, coordinated with law enforcement and appropriate regulatory authorities, enhanced monitoring and security controls, strengthened identity and access management, and implemented additional security measures. **Laboratory operations continued without interruption throughout the investigation, and there was no impact on Baylor Genetics’ ability to provide genetic testing services.**

What Happened

On or around June 15, 2026, Baylor Genetics identified suspicious activity within a limited portion of its information technology environment. We immediately secured affected systems and launched a comprehensive investigation with the assistance of leading independent cybersecurity and digital forensic specialists.

The investigation determined that an unauthorized third party accessed certain portions of our network, and certain data stored on our network, between June 11 and June 17, 2026. Baylor Genetics then conducted a detailed and time-intensive review to determine what information may have been involved and which individuals were potentially affected. That review was completed on or about July 30, 2026.

Following completion of this review, Baylor Genetics provided notice to potentially affected individuals in accordance with applicable legal requirements.

What Information May Have Been Involved

For all impacted patients, the information potentially involved varied by individual and may have included names and one or more of the following for patients: date of birth, medical testing information, laboratory test results, and potentially health insurance information, as well as Social Security number (for a very limited subset of patients).

For certain current or former employees, the information may have included personal identifying information such as Social Security numbers, government-issued identification numbers, and financial account information.

At this time, Baylor Genetics is not aware of any confirmed identity theft, fraud, or misuse of personal information related to this incident.

What Baylor Genetics Is Doing

Protecting the confidentiality, privacy, and security of the information entrusted to Baylor Genetics remains a fundamental responsibility. Since identifying the incident, Baylor Genetics has:

- Secured affected systems;
- Conducted a comprehensive forensic investigation;
- Worked with leading independent cybersecurity specialists;
- Coordinated with law enforcement and appropriate regulatory authorities;
- Enhanced monitoring and security controls;
- Strengthened identity and access management; and
- Implemented additional safeguards to further protect sensitive information.

At this time, Baylor Genetics is not aware of any confirmed misuse of personal information or reports of identity theft or fraud related to this incident.

Baylor Genetics has provided, or is in the process of providing, written notice to individuals whose information may have been involved and for whom Baylor Genetics had address information, consistent with applicable legal requirements.

What You Can Do

As a precaution, Baylor Genetics encourages individuals to remain vigilant by reviewing financial account statements, Explanation of Benefits statements, and credit reports for unusual activity.

Information regarding identity theft protection is available through www.identitytheft.gov or from your state Attorney General.

For More Information

We understand that you may have questions or concerns after receiving this notice. Our dedicated assistance team is available to answer your questions and help you understand the resources available to you. Please contact us at:

Telephone: 1-866-200-0985

Hours: Monday through Friday from 9 am – 9 pm ET

We sincerely regret any concern or inconvenience this incident may cause. **We appreciate the trust you place in Baylor Genetics and understand how important it is to safeguard your personal information.** We are committed to continually strengthening our cybersecurity and data protection practices.

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; (202) 442-9828; and oag.dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.

For New Mexico residents, consumers have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in their credit file has been used against them, the right to know what is in their credit file, the right to ask for their credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to consumers’ files is limited; consumers must give consent for credit reports to be provided to employers; consumers may limit “prescreened” offers of credit and insurance based on information in their credit report; and consumers may seek damages from violators. Consumers may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage consumers to review their rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are approximately 4,532 Rhode Island residents that may be impacted by this event.

Additional Frequently Asked Questions

Who is Baylor Genetics and why do they have my information?

Baylor Genetics is a genetic testing laboratory that assists its third-party medical provider clients directly or on behalf of other laboratories by providing clinical testing for patients. Through this work, Baylor Genetics received information related to patients from its third-party clients. If Baylor Genetics has your information, it is because a third-party client provided it to us so that we could, in turn, provide you with services. Alternatively, to the extent you are a current or former employee of Baylor Genetics, this is why Baylor Genetics was in possession of your information.

Was patient care affected?

No, patient care was not affected. Laboratory operations continued without interruption, and there was no impact on our ability to provide genetic testing services.

Are my genetic test results accurate? Do I need to be retested?

Yes, your test results remain accurate. The integrity and accuracy of your test results were not affected by this incident. Baylor Genetics found no evidence that testing data or test results were altered or modified. No additional testing is necessary as result of this incident.

