XpresSpa Group

Breach Notification 001

September 1, 2021

Notice Regarding Your Personal Information Related to XpresCheck

On August 5, 2021, photographs were taken by an XpresCheck employee between 11:30 A.M. to 12:30 P.M. EST depicting passengers of a departing EL AL airlines flight who were wearing facemasks and waiting in line for a COVID-19 testing swab to be administered by XpresCheck at John F. Kennedy International Airport, Terminal 4, Level 1. These photographs were shared via text message to another XpresCheck employee and subsequently posted to 3 social media accounts via Twitter and Instagram. The protected health information involved is limited to the photographs described above.

Steps You Can Take: Under these circumstances, if you think that you may have been one of the individuals in these photographs, we recommend that you take reasonable precautions to make certain that you are not a victim of any identity theft. You can learn more about identity theft by visiting http://www.ftc.gov/bcp/edu/microsites/idtheft/ or call 877-FTC-HELP (877-382- 4357). In an abundance of caution, we will also offer to provide you with credit monitoring services for twelve (12) months. If you would like to utilize the credit monitoring service, please contact our data security team at privacyoffice@xspresspa.com to take advantage of this offer.

Mitigation and Investigation: Rest assured we have caused these photographs to be removed from the social media accounts and text messages referenced above. Furthermore, we have conducted interviews and have been working to address this issue. In a continuing effort to prevent any further occurrences, XpresCheck is in the process of re-evaluating its policies, procedures, and training to avoid future incidents.

XpresCheck takes the privacy and protection of your personal information seriously and thus it is important that you are made aware of any such issues. If you have any questions, please contact privacyoffice@xspresspa.com or 877-SPA-3434.