

Information Breach Questions and Answers

1. What happened?

The names and addresses of approximately 13,000 individuals from a Region of Peel waitlist were posted on a mapping website, in the form of a map on June 8, 2018.

The Region learned of the posted information on March 13, 2019, and had it removed immediately.

2. How many people were affected?

The information of approximately 13,000 individuals appeared on the site.

3. What information appeared on the site?

Names, addresses and family size appeared on the site in the form of a map.

4. How could this happen?

We sincerely apologize for this breach of information. We are currently investigating this incident and closely reviewing our internal practices for handling personal information of our clients. We will implement changes to prevent incidents such as this one from happening again.

5. How long was the information on the website?

The information was on the mapping website from June 8, 2018 to March 13, 2019. Upon learning of the posting on March 13, 2019 the Region had the information removed from the site.

6. How many times was the information accessed?

The data was accessed eight times between June 8, 2018 and June 13, 2018 by individuals who are not Regional employees. To the best of our knowledge, all other views of the information between June 14, 2018 and March 13, 2019 were made by Regional employees.

7. What type of website is it?

It is a mapping website. Information is stored in a subscription-based cloud environment. Access to information on the site is available to subscribers.

8. How do residents know if their information appeared on this list?

If your personal information appeared on this website, the Region of Peel will notify you by letter.

9. What can affected individuals do if they feel they are at risk of their personal information appearing on the site?

If you have any concerns, please contact the Region of Peel at 905-791-7800.

10. If the Region learned of the information breach on March 13, 2019, why has it taken until mid-May to inform affected residents?

We immediately began an investigation to determine the extent of the breach. Reviewing records and activities has taken some time. As soon as we were able to determine the extent, we began notification of affected residents. We apologize that this has taken some time to do.

11. What is the Region doing to alleviate the risk of such incidents happening in the future?

The Region takes protecting personal information of all our residents very seriously. We have internal policies and practices in place; however, we are investigating this incident and closely reviewing our internal practices for handling personal information of our clients. We will implement changes to prevent incidents such as this one from happening again.

12. Has the Office of the Information and Privacy Commissioner of Ontario been notified about this issue?

Yes.

13. Where can people get more information about privacy?

www.peelregion.ca/privacy/

You can also visit the Information and Privacy Commissioner, Ontario website at www.ipc.on.ca/english/Home-Page/ to learn more about privacy and access to personal information.