



## **Questions and Answers** **Information breach at CMHA Peel Dufferin**

### **What happened?**

On July 20, 2020, we mistakenly sent a spreadsheet to the Region of Peel to share with community agencies working to support urgent needs during the pandemic. The spreadsheet included some personal information of approximately 753 people that used our mobile crisis services.

The error was realized almost immediately, and an investigation was started. Internal processes around data sharing are being reviewed and a report has been filed with the Information and Privacy Commissioner of Ontario.

### **What information was shared?**

The personal health information of 753 people, including name, gender, race, date of birth and city.

We apologize to our clients and their families. This should never have happened and we deeply regret this mistake. Your privacy and confidentiality are always a priority.

### **What CMHA clients have been impacted?**

The breach impacts clients who used CMHA Peel Dufferin's mobile crisis services between January 13<sup>th</sup>, 2020 to June 30<sup>th</sup>, 2020.

Clients of other CMHA services and programs are not affected.

### **How quickly was action taken?**

Within an hour of the breach, we launched an investigation, including taking steps to work with the Region of Peel to recall the message and request that recipients were deleting the email and not further sharing.

### **How many email recipients received the email?**

Information was shared with 261 email recipients. As of Aug. 5, 2020, we've received confirmation from 179 recipients that the information was deleted and not shared. The remaining email recipients will continue to be contacted on an ongoing basis.

Sharing of this information may be viewed as a violation of the *Personal Health Information Protection Act, 2004*.

### **What can those affected do to protect their identities?**

As a precaution you may want to monitor and verify all bank accounts, credit cards and other financial statements for any suspicious activity. If you suspect any misuse of your personal information, contact your financial institution directly.

If you are concerned that you may become a victim of fraud, you may request that a credit reporting bureau place a fraud alert on your credit files instructing creditors to contact you before opening any new accounts. Credit reporting bureaus include Equifax 1-800-465-7166 - [www.equifax.com](http://www.equifax.com) and TransUnion 1-800-663-9980 - [www.tuc.ca](http://www.tuc.ca).

### **Are you conducting an investigation?**

Yes. We are also using this situation to remind staff of CMHA Peel Dufferin and our partners of the importance of protecting individual privacy and confidentiality when it comes to safeguarding sensitive information.

CMHA Peel Dufferin has also notified the Information and Privacy Commissioner of Ontario about this issue and will cooperate fully with the IPCO to address this matter.

### **What about the individual or individuals who shared the information?**

CMHA Peel Dufferin will not be commenting on internal matters related to human resources.

### **Does CMHA Peel Dufferin have a privacy policy?**

Yes, you can find CMHA Peel Dufferin's privacy policy [here](#).

### **Has the Information and Privacy Commissioner of Ontario been notified?**

Yes. We have notified the Information and Privacy Commissioner of Ontario and will cooperate fully with the IPCO to address this matter.

### **I would like to contact CMHA Peel Dufferin by letter or phone. How can I do that?**

Please send it to: Privacy Officer, CMHA Peel Dufferin, 314-7700 Hurontario Street, Brampton, ON, L6Y 4M3 or call CMHA Peel Dufferin at this dedicated phone line: 416-522-9015.