

Apr 26, 2018

Dear IWHC Toronto Patients:

Courtesy Notification of Information System Breach

We regret to inform you that IWHC Toronto has discovered a potential breach of our information system which may affect your personal health information; i.e. your name, address, Provincial or Federal Health Card information, date of birth and tests results. **We believe the risk to your information to be low to none.**

On January 26, 2018, we discovered the theft of our information system's backup drive which appears to have occurred on January 11th, 2018. Since we have always made the safety and security of client information a priority, the information on the drive had been formatted in a way that it cannot be accessed without particular skills and software; in addition, the information itself is also password protected.

We acted immediately to report the theft to the police and to the Information and Privacy Commissioner of Ontario (IPC) and are following all appropriate protocols to deal with the situation. We have internally investigated how the breach may have happened and have implemented preventive measures to further safeguard your data.

To protect against any future breach, we have now installed a locked enclosure for our system server and all information and security-related equipment has now been relocated to that enclosure. We have also implemented additional security measures to preserve the integrity of your information. We apologize for the inconvenience this situation may cause you and remain committed to keeping your information protected going forward.

Your OHIP eligibility is not affected in any way because of this breach.

There is nothing to suggest that your health card number has been improperly accessed or used. If you have any concerns about your health card number, you may wish to contact ServiceOntario to find out more information on obtaining a new version of your health card.

Please contact ServiceOntario's INFOLine at [1-866-532-3161](tel:1-866-532-3161) between the hours of 8:30 a.m. and 5:00 pm, Monday to Friday. (TTY [1-800-387-5559](tel:1-800-387-5559); in Toronto TTY [416-327-4282](tel:416-327-4282)).

Please do not hesitate to contact us directly with any questions or if you need additional information. If you wish to make a complaint to the Information and Privacy Commissioner of Ontario, you can visit the IPC website at www.ipc.on.ca or write to them at: 2 Bloor Street East, Suite 1400 Toronto, ON M4W 1A8.

Thank you for your understanding,

Ayesha Adhami-Magueta
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