

From: [privacy](#)
To: [David.McInnes](#)
Cc: [Scott.Tyrner](#)
Subject: RE: Breach Mitigation Confirmation Form
Date: Thursday, August 25, 2022 2:17:18 PM
Attachments: [image001.png](#)
[image007.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image003.png](#)
[image005.png](#)
[image002.png](#)
[image013.png](#)
[image014.png](#)

Hi David,

Thanks so much. This concept will definitely become part of the agenda for the next Privacy Advisory Committee (PAC) meeting on November.
 Once there will be updates, will keep you posted.
 Enjoy the rest of your afternoon!

Sincerely,
 Sharon

Sharon Bertomo

Senior Access and Privacy Analyst
 Highways and Public Works | Information and Communications Technology
 T 867-667-9533 | W10 | [Yukon.ca](#)



I respectfully acknowledge that I work within the Traditional Territories of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council.

From: David.McInnes <David.McInnes@yukon.ca>
Sent: Thursday, August 25, 2022 2:06 PM
To: [privacy](#) <[privacy@yukon.ca](#)>
Cc: [Scott.Tyrner](#) <[Scott.Tyrner@yukon.ca](#)>
Subject: Re: Breach Mitigation Confirmation Form

Thanks Sharon,

I'm aware of the forms and guidance. I appreciate the advice.

It may be worthwhile creating a standard template for these scenarios. I believe the OIPC was going to suggest that to your office.

Thanks.

David McInnes
 Director, Technology and Student Information
 Education | Schools and Student Services Branch |
 T 867-667-5871 | [Yukon.ca](#)
 Chat with me in [Teams](#)

I respectfully acknowledge that I work within the traditional territories of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council.

From: privacy <privacy@yukon.ca>
Date: Thursday, August 25, 2022 at 10:28 AM
To: David McInnes <David.McInnes@yukon.ca>
Cc: "Scott.Tyrner" <Scott.Tyrner@yukon.ca>
Subject: RE: Breach Mitigation Confirmation Form

Hello David,

Thank you so much for keeping privacy in the loop. Appreciate it.

To simply answer your question, we do not have a template form specifically intended for individual receiving information in error. We only have a template in relation to privacy breach report for suspected breach to be filled out by the employees and the designated privacy officer. Both of these forms and other privacy guidance materials in relation to privacy breach can be found at this site: https://yukonconnect.gov.yk.ca/sites/grpcom/PAC/_layouts/15/start.aspx#/SitePages/Home.aspx

On the other hand, I agree with the OIPC's privacy breach containment step to be undertaken which can reduce the impact of a suspected breach.

Hence, I suggest to please kindly reach out to the individual in writing whom unauthorized disclosure occurred and let him/her confirm in writing that the information received was never used, reproduced, copied, forwarded or communicated to any other person, and the information received in error was securely destroyed/deleted.

Please let me know should you need further assistance.

Kind regards,
 Sharon

Sharon Bertomo

Senior Access and Privacy Analyst
 Highways and Public Works | Information and Communications Technology
 T 867-667-9533 | W10 | Yukon.ca



I respectfully acknowledge that I work within the Traditional Territories of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council.

From: David.McInnes <David.McInnes@yukon.ca>
Sent: Thursday, August 25, 2022 8:27 AM
To: privacy <privacy@yukon.ca>
Cc: Scott.Tyrner <Scott.Tyrner@yukon.ca>
Subject: Breach Mitigation Confirmation Form

Hi there,

In speaking with the OIPC, they informed me that when there is a breach of privacy due to unauthorized disclosure, one of the steps we should take to mitigate is send a form to the individual that received the information in error and have them sign and return it, saying that they didn't copy, forward, and had deleted the information.

Is there a template form for this kind of thing at the ATIPP office?

I'm dealing with a breach right now (happened yesterday), where this would be very helpful.

Thank you.




David McInnes

Director, Technology and Student Information

Education | Schools and Student Services |

T 867-667-5871 | [Yukon.ca](https://www.yukon.ca)

Chat with me in [Teams](#) 

I respectfully acknowledge that I work within the traditional territories of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council.

From: [Scott.Tyrner](#)
To: [Koree-Lee Ensor](#)
Subject: RE: Breach Mitigation Confirmation Form
Date: Thursday, August 25, 2022 2:58:28 PM
Attachments: [image001.png](#)
[image003.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image002.png](#)

Hello.

I think it's just to keep you in the loop.

"We" will work on some kind of templated response for those people indicated & Education needs to do nothing (other than reach out to the person and get them to confirm the stuff).

Hope things are well, otherwise.

Cheerios
Scott

From: Koree-Lee Ensor <Koree-Lee.ENSOR@yukon.ca>
Sent: August 25, 2022 2:29 PM
To: Scott.Tyrner <Scott.Tyrner@yukon.ca>
Subject: RE: Breach Mitigation Confirmation Form

Hello Scott,

Just wanted to know if this is something that I need to respond to? As it was just sent to me.

Regards,

Koree-Lee Ensor | Department HPW | 867-667-8326


From: David.McInnes <David.McInnes@yukon.ca>
Sent: August 25, 2022 2:06 PM
To: privacy <privacy@yukon.ca>
Cc: Scott.Tyrner <Scott.Tyrner@yukon.ca>
Subject: Re: Breach Mitigation Confirmation Form

Thanks Sharon,

I'm aware of the forms and guidance. I appreciate the advice.

It may be worthwhile creating a standard template for these scenarios. I believe the OIPC was going to suggest that to your office.

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David McInnes
 Director, Technology and Student Information
 Education | Schools and Student Services Branch |
 T 867-667-5871 | Yukon.ca
 Chat with me in [Teams](#) 

I respectfully acknowledge that I work within the traditional territories of the Kwanlin Dün First Nation and the Ta'an

Kwäch'än Council.

From: privacy <privacy@yukon.ca>
Date: Thursday, August 25, 2022 at 10:28 AM
To: David McInnes <David.McInnes@yukon.ca>
Cc: "Scott.Tyrner" <Scott.Tyrner@yukon.ca>
Subject: RE: Breach Mitigation Confirmation Form

Hello David,

Thank you so much for keeping privacy in the loop. Appreciate it.

To simply answer your question, we do not have a template form specifically intended for individual receiving information in error. We only have a template in relation to privacy breach report for suspected breach to be filled out by the employees and the designated privacy officer. Both of these forms and other privacy guidance materials in relation to privacy breach can be found at this site: https://yukonconnect.gov.yk.ca/sites/grpcom/PAC/_layouts/15/start.aspx#/SitePages/Home.aspx

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Kind regards,
 Sharon

Sharon Bertomo

Senior Access and Privacy Analyst
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I'm dealing with a breach right now (happened yesterday), where this would be very helpful.

Thank you.




David McInnes

Director, Technology and Student Information

Education | Schools and Student Services |

T 867-667-5871 | [Yukon.ca](https://www.yukon.ca)

Chat with me in [Teams](#) 

I respectfully acknowledge that I work within the traditional territories of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council.

From: [David.McInnes](#)
To: [Scott.Tyrner](#)
Cc: [Krisandra Reid](#)
Subject: Notification letter- draft
Date: Monday, September 12, 2022 3:03:48 PM
Attachments: [image001.png](#)
[image002.png](#)
[SFA Privacy Breach Notification Template Sept 7 2022 Final.docx](#)

Thanks for your help with this.




David McInnes

Director, Technology and Student Information

Education | Schools and Student Services |

T 867-667-5871 | Yukon.ca

Chat with me in [Teams](#) 

I respectfully acknowledge that I work within the traditional territories of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council.



Education

E1

PO Box 2703, Whitehorse, Yukon Y1A 2C6

[Date]

[Affected Individual's Address]

Notice of Privacy Breach

On August 24, 2022, we received notification that a breach to your privacy occurred under the Access to Information and Protection of Privacy (ATIPP) Act, involving unauthorized disclosure of your personal information.

An employee of Education mistakenly sent an email to an unknown member of the public with a spreadsheet of data that included personal information for individuals that have applied for a Yukon Grant in 2022. This spreadsheet included, names, addresses, phone numbers, email addresses, DOB, and social insurance numbers.

We believe that this is a significant risk to yourself, due to the sensitive nature of the information involved. The concern is for both the possibility of identity theft and/or financial fraud including financial loss, and/or possible negative effects on your credit rating.

This breach occurred on August 24, 2022, and August 24, 2022 and was reported that day.

In an attempt to have the individual delete and destroy any copies of the information, we have attempted to contact the individual via email, phone, social media, and their potential place of employment, but have not yet been successful in reaching them.

We will continue to attempt to contact the individual and if successful, have them confirm in writing that the information received was never used, reproduced, copied,

forwarded, or communicated to any other person, and the information received in error was securely destroyed/deleted.

Due to the determination that the breach involves a risk of significant harm to your privacy, we are providing notification of this breach to the Office of the Information and Privacy Commissioner for Yukon. You may submit a complaint regarding this breach by contacting:

Yukon Information and Privacy Commissioner
3162 Third Avenue, Main Floor, Whitehorse, YK Y1A 1G3
Phone: (867) 667-8468; toll free (in Yukon) 1-800-661-0408 (ext. 8468);
E-mail: info@yukonombudsman.ca

We are providing you with credit monitoring for a year if you choose. **Please see the attached letter from Equifax with the details.**

If you have any questions, or wish to discuss this further, you may contact me directly by:

Phone: 867-667-5871
E-mail: david.mcinnnes@yukon.ca
Mail: Box 2703, Whitehorse, YT, Y1A 2C6 E1

Please accept my deepest regret for the unauthorized disclosure of your personal information.

Sincerely,

David McInnes
Designated Privacy Officer, Education
ATIPP Act: https://legislation.yukon.ca/acts/atipp_c.pdf

From: [David.McInnes](#)
To: [Aidan Bell](#)
Subject: Re: [EXT] Privacy Breach Follow-Up
Date: Tuesday, September 13, 2022 2:52:57 PM
Attachments: [image001.png](#)
[image002.png](#)


Thank you, Aidan.

Our intention was always to notify those affected individually, and we will continue to work towards that. We hope to start tomorrow.

I appreciate your advice and the fact that you were so quick to respond.

You will receive our report and a copy of the notice letter soon. I may provide the notice to you first, so that if you have interactions with the public, you will know what we sent out.

Thank you very much.

David McInnes
 Director, Technology and Student Information
 Education | Schools and Student Services Branch |
 T 867-667-5871 | [Yukon.ca](#)
 Chat with me in [Teams](#) 

I respectfully acknowledge that I work within the traditional territories of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council.

From: <Aidan.Bell@yukonombudsman.ca> on behalf of Aidan Bell
 <Aidan.Bell@yukonombudsman.ca>
Date: Tuesday, September 13, 2022 at 12:35 PM
To: David McInnes <David.McInnes@yukon.ca>
Subject: [EXT] Privacy Breach Follow-Up

You don't often get email from aidan.bell@yukonombudsman.ca. [Learn why this is important](#)

Hello David,

I am following-up regarding your question about issuing a public notice following a privacy breach. In reviewing *ATIPPA*, it is our view that a public notice should not substitute a direct notice to the affected individuals in this case, but may be issued as a supplementary notice.

Our office considered how the circumstances in s.10(3) of the *Regulation* might apply to the

situation you described. A public notice can replace a direct notice to the affected individual only if the contact information is not accurate, or if doing so would unreasonably interfere with the public body's operations. Although I understand that you expressed some concerns that the contact information may not be reliable, based on our conversation there does not appear to be any evidence at this time to suggest that this is the case. Equally, we do not see that it would unreasonably interfere with EDU's operations, as an email template could likely be used for all required notices.

With that in mind, in our view the requirement to notify individuals would likely remain. That said, there is nothing in the Act that would prohibit the public body from also issuing a public notice (i.e. in addition to a direct notice), if you believe that there would be a benefit to this. Should you decide to also issue a public notice, please ensure that you notify our office prior to doing so. I appreciate that you have made us aware of this possibility beforehand, but we will want to ensure the requirement under s.10(4) of the *Regulation* to notify our office is met if a decision is made to proceed in this way.

We look forward to receiving a copy of the breach report once finalized, along with a copy of the notice to the affected individuals, and/or public notice as the case may be.

I hope that this information is helpful – if you have any questions, please just let me know.

Kind Regards,

Aidan J. R. Bell
Investigator and Compliance Review Officer
867-667-8628 (Office)
1-800-661-0408 Ext. 8468 (Toll free)

3162 Third Avenue, Main Floor
Whitehorse, Yukon, Y1A 1G3
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Yukon
Information
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Commissioner



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Confidentiality Notice

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From: [Scott.Tyrner](#)
To: [David.McInnes](#)
Subject: RE: Public Notice- Breach
Date: Wednesday, September 14, 2022 10:56:14 AM
Attachments: [image001.png](#)
[image002.png](#)

That's delightful.

I was a bit surprised to see that, as I assumed the position would be publicly notify if there were doubts, but, their reasoning is logical.

I'm happy to share some suggestions we have made anyway, for your reference in case this does come up in the future. They are just some very good ideas rather than anything that must be changed or included.

Let me know if you'd like it – not urgent by any means, you may be busy with other things...

Thank you!
Scott


From: David.McInnes <David.McInnes@yukon.ca>
Sent: September 14, 2022 10:19 AM
To: Scott.Tyrner <Scott.Tyrner@yukon.ca>
Subject: Public Notice- Breach

Hey Scott,

You may have seen that the OIPC is recommending against doing a public notice as we don't demonstrate that we don't have accurate contact information on the individuals.

I'm going to go with that. Hopefully you didn't have anyone put much work into it yet.



David McInnes
Director, Technology and Student Information
Education | Schools and Student Services |
T 867-667-5871 | [Yukon.ca](#)
Chat with me in [Teams](#) 

I respectfully acknowledge that I work within the traditional territories of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council.

From: [David.McInnes](#)
To: [Aidan Bell](#)
Subject: Re: [EXT] Privacy Breach Follow-Up
Date: Friday, September 16, 2022 1:54:33 PM
Attachments: [image001.png](#)
[image002.png](#)
[Privacy Breach Notification Mail Merge.docx](#)
[Enrollment - Canada Complete Premier English.docx](#)

Good afternoon, Aidan,


I have attached the generic notification letter that we are sending out to individuals tomorrow. I have also attached an accompanying offer for affected individuals to sign-up for 1 year of credit monitoring. This will be covered by Dept. of Ed. and will be included with the notification letter.

David McInnes

Director, Technology and Student Information

Education | Schools and Student Services Branch |

T 867-667-5871 | [Yukon.ca](#)

Chat with me in [Teams](#) 

I respectfully acknowledge that I work within the traditional territories of the Kwanlin Dün First Nation and the Ta'an Kwäch'än Council.

From: <Aidan.Bell@yukonombudsman.ca> on behalf of Aidan Bell

<Aidan.Bell@yukonombudsman.ca>

Date: Tuesday, September 13, 2022 at 12:35 PM

To: David McInnes <David.McInnes@yukon.ca>

Subject: [EXT] Privacy Breach Follow-Up

You don't often get email from aidan.bell@yukonombudsman.ca. [Learn why this is important](#)

Hello David,

I am following-up regarding your question about issuing a public notice following a privacy breach. In reviewing *ATIPPA*, it is our view that a public notice should not substitute a direct notice to the affected individuals in this case, but may be issued as a supplementary notice.

Our office considered how the circumstances in s.10(3) of the *Regulation* might apply to the situation you described. A public notice can replace a direct notice to the affected individual only if the contact information is not accurate, or if doing so would unreasonably interfere with the public body's operations. Although I understand that you expressed some concerns that the contact information may not be reliable, based on our conversation there does not appear to be any

evidence at this time to suggest that this is the case. Equally, we do not see that it would unreasonably interfere with EDU's operations, as an email template could likely be used for all required notices.

With that in mind, in our view the requirement to notify individuals would likely remain. That said, there is nothing in the Act that would prohibit the public body from also issuing a public notice (i.e. in addition to a direct notice), if you believe that there would be a benefit to this. Should you decide to also issue a public notice, please ensure that you notify our office prior to doing so. I appreciate that you have made us aware of this possibility beforehand, but we will want to ensure the requirement under s.10(4) of the *Regulation* to notify our office is met if a decision is made to proceed in this way.

We look forward to receiving a copy of the breach report once finalized, along with a copy of the notice to the affected individuals, and/or public notice as the case may be.

I hope that this information is helpful – if you have any questions, please just let me know.

Kind Regards,

Aidan J. R. Bell
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867-667-8628 (Office)
1-800-661-0408 Ext. 8468 (Toll free)

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Confidentiality Notice

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Education E1
PO Box 2703, Whitehorse, Yukon Y1A 2C6

0015

«First_Name» «Last_Name»

«City», «Terr»
«Postal_Code»

[Date]

Notice of Privacy Breach

On August 24, 2022, we received notification that a breach to your privacy occurred under the Access to Information and Protection of Privacy (ATIPP) Act, involving unauthorized disclosure of your personal information.

An employee of the Department of Education mistakenly sent an email to an unknown member of the public with a spreadsheet of data that included personal information for individuals that have applied for a Yukon Grant in 2022. This spreadsheet included, names, addresses, phone numbers, email addresses, DOB, and social insurance numbers.

We believe that this is a significant risk to yourself, due to the sensitive nature of the information involved. The concern is for both the possibility of identity theft and/or financial fraud including financial loss, and possible negative effects on your credit rating.

This breach occurred on August 24, 2022 and was also reported that day.

In an attempt to have the individual delete and destroy any copies of the information, we have attempted to contact the individual via email, phone, social media, and their potential place of employment, but have not yet been successful in reaching them.

We will continue to attempt to contact the individual and if successful, have them confirm in writing that the information received was never used, reproduced, copied, forwarded, or communicated to any other person, and the information received in error was securely destroyed/deleted.

Due to the determination that the breach involves a risk of significant harm to your privacy, we are providing notification of this breach to the Office of the Information and Privacy Commissioner for Yukon. You may submit a complaint regarding this breach by contacting:

Yukon Information and Privacy Commissioner
3162 Third Avenue, Main Floor, Whitehorse, YK Y1A 1G3
Phone: (867) 667-8468; toll free (in Yukon) 1-800-661-0408 (ext. 8468);
E-mail: info@yukonombudsman.ca

We are providing you with credit monitoring for a year if you choose. Please see the attached letter from Equifax with the details.

If you have any questions, or wish to discuss this further, you may contact me directly by:

Phone: 867-667-5871
E-mail: david.mcinnnes@yukon.ca
Mail: Box 2703, Whitehorse, YT, Y1A 2C6 E1

Please accept my deepest regret for the unauthorized disclosure of your personal information.

Sincerely,

David McInnes

Designated Privacy Officer, Education

ATIPP Act: https://legislation.yukon.ca/acts/atipp_c.pdf



<First Name> <Last Name>

Enter your Activation Code: <Activation Code>

Enrollment Deadline: <Expiration Date>

Equifax Complete™ Premier

*Note: You must be over age 18 with a credit file to take advantage of the product

Key Features

- Monitor your credit. With regular reports and access to your Equifax credit score to notify you of unexpected changes.
- Work with a dedicated Customer Care Representative. Who will answer your questions.
- Help protect your information. Help protect against theft of your social insurance number bank accounts, home and work addresses, and credit and banking history.
- Help minimize exposure. Your plan includes internet scanning¹ and dark web monitoring.
- Help reduce financial risk. With up to \$1,000,000² identity theft insurance.

Enrollment Instructions

Go to www.myservices.equifax.ca/prem

Enter your unique Activation Code <Activation Code> then click "Submit"

1. Register:

Complete the form with your contact information and click "Continue"

2. Create Account:

Enter your email address and create a Password.

Check the box to accept the Terms of Use and click "Continue"

3. Verify ID:

The system may ask you up to four questions to verify your identity.

Answer the questions and click "Submit Order"

You're done!

The confirmation page shows your completed enrollment.

Click "View My Product" to access the product features.

¹Internet scanning, will scan for your Social Insurance Number (if you choose to), up to 5 bank account numbers, up to 6 credit/debit card numbers you provide, up to 3 email addresses, up to 10 medical ID numbers, and up to 5 passport numbers. Internet scanning scans thousands of Internet sites where consumers' personal information is suspected of being bought and sold, and is constantly adding new sites to those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guarantee that Internet scanning is able to locate and search every possible Internet site where consumers' personal information is at risk of being traded.

²Identity theft insurance is underwritten by American Bankers Insurance Company of Florida or its affiliates. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions and exclusions of coverage. Coverage may not be available in all jurisdictions.

Scott.Tyrner

From: Microsoft Outlook on behalf of David.McInnes
Sent: September 23, 2022 10:35 AM
To: Scott.Tyrner
Subject: Voice Mail (32 seconds)
Attachments: david.mcinnnes@yukon.ca (32 seconds) Voice Mail.mp3

Hey Scott it's David it's David.McInnes over at apartment of education or what's left me.

It's getting currently hammered but public in the media.

As you may or may not be aware I'm on both the on an interview at 11:00 with CBC and I just had a very very quick question 91 it's run by you if the if you have an opportunity to call me before then [667-5871](tel:667-5871) I'd really appreciate it thank you bye.

Preview provided by Microsoft Speech Technology. [Learn More...](#)

You received a voice message from David.McInnes at david.mcinnnes@yukon.ca.

Caller-Id: david.mcinnnes@yukon.ca
Job Title: Director, Technology & Student Information
Company: Government of Yukon
Work: [867-667-5871](tel:867-667-5871)
Email: David.McInnes@yukon.ca