



From: Brian Swainson, Chief Executive Officer
Date: February 28, 2024
Subject: **Notice of Information Privacy Incident**

On January 30, 2024, a security breach was detected involving a single Sunbeam Developmental Resource Centre (SDRC) email account. Our Management Information Systems (MIS) team was alerted to this by our systems security measures. The compromised email account was locked down within 30 minutes of the breach being identified.

Upon internal review of this situation, the risk to people supported and their personal information is minimal, however cannot be ruled out. Individuals connected to the Adult Service Coordination Program at SDRC may have had their email addresses and/or names exposed as part of this breach. This incident does not appear to have impacted client information connected to other services and programs offered by Sunbeam.

Sunbeam reported this situation to the Information and Privacy Commissioner (IPC) of Ontario as soon as it was deemed to be a breach. The MIS team continues to implement enhanced security measures related to staff email accounts, and external website access protocols to mitigate the risk of recurrence. In addition, enhanced training regarding email security and safe internet use is being rolled out to all Sunbeam employees. A review of information retention guidelines for staff is underway with the Sunbeam Privacy Committee. At this stage, Sunbeam continues to work with the IPC to ensure that our response plan is sufficient and compliant.

If you have concerns or questions related to this matter, please contact Sunbeam's Continuous Quality Assurance team by email at cqa@sunbeamcommunity.ca or by calling (519) 893-6200 and ask for a member of the CQA Team.

The IPC of Ontario is responsible for ensuring compliance with privacy legislation in Ontario. For more information about your privacy rights, or if you are unable to resolve an issue directly with Sunbeam and wish to make a complaint, contact:

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Email: info@ipc.on.ca
Toll Free: 1-800-387-0073
TDD/TTY: 416-325-7539