



PERSONAL INFORMATION PROTECTION ACT
Breach Notification Decision

Organization providing notice under section 34.1 of PIPA	Dorward and Company LLP (Organization)
Decision number (file number)	P2015-ND-52 (File #000768)
Date notice received by OIPC	May 7, 2015
Date Organization last provided information	August 7, 2015
Date of decision	August 19, 2015
Summary of decision	There is a real risk of significant harm to the individuals affected by this incident. The Organization is required to notify those individuals pursuant to section 37.1 of the <i>Personal Information Protection Act</i> (PIPA).
JURISDICTION	
Section 1(1)(i) of PIPA “organization”	The Organization is incorporated in Alberta. I have jurisdiction because the Organization is an “organization” as defined in section 1(1)(i)(i) of PIPA.
Section 1(1)(k) of PIPA “personal information”	<p>The information at issue was collected on an Income Tax and Benefit Return form and included the following:</p> <ul style="list-style-type: none">• name,• contact information,• income information,• social insurance number,• marital status,• banking information,• contact information of spouse, including email address. <p>This information is about an individual and her spouse and is “personal information” as defined in section 1(1)(k) of PIPA. The personal information was collected in Alberta.</p>

DESCRIPTION OF INCIDENT

loss unauthorized access unauthorized disclosure

Description of incident	An Income Tax and Benefit Return form containing the information at issue was emailed to an unintended recipient.
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Affected individuals	2 affected individuals from Alberta.
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Steps taken to reduce risk of harm to individuals	Credit monitoring for one year was offered to the individuals.
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Steps taken to notify individuals of the incident	Notification occurred on April 30, 2015.
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REAL RISK OF SIGNIFICANT HARM ANALYSIS

<p>Harm Some damage or detriment or injury that could be caused to affected individuals as a result of the incident. The harm must also be “significant.” It must be important, meaningful, and with non-trivial consequences or effects.</p>	<p>The Organization recognized the affected individuals may be at risk for identity theft and fraud as a result of the incident, particularly the individual whose personal information involved a social insurance number.</p> <p>In my view, the personal information at issue is highly sensitive. It includes identity information including a social insurance number. The types of harm that could result from unauthorized disclosure of the personal information in this instance are identity theft and fraud. In my view, these are significant harms.</p> <p>The information of the spouse was contact information, including name address and email address. This information is less sensitive, although the email address could be used for phishing. This is a significant harm.</p>
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<p>Real Risk The likelihood that the significant harm will result must be more than mere speculation or conjecture. There must be a cause and effect relationship between the incident and the possible harm.</p>	<p>The Organization reported that due to the fact that the information was only sent to one email address, there is a low risk of harm to the affected individuals.</p> <p>I agree that the risk is reduced because the information was sent to a single incorrect email address. However, the information has not been recovered. Further, there is no undertaking from the unintended recipient confirming the information was destroyed, or agreeing to refrain from copying or disclosing the personal information further. These factors increase the likelihood of harm resulting from this incident.</p>
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DECISION UNDER SECTION 37.1(1) OF PIPA

Based on the information provided by the Organization and given the circumstances of the incident, I have decided that there is a real risk of significant harm resulting from this incident. The personal information involves sensitive identity information, including a social insurance number, as well as email addresses. This information could be used to cause the significant harms of identity theft and phishing. The information has not been recovered and there is no undertaking from the unintended recipient confirming the information was destroyed, or agreeing to refrain from copying or disclosing the personal information further. These factors increase the likelihood of harm resulting from this incident.

I require the Organization to notify the affected individuals in accordance with section 19.1 of the *Personal Information Protection Act Regulation* (Regulation).

I understand the Organization notified the affected individuals through a series of emails beginning on April 30, 2015.

Jill Clayton
Information and Privacy Commissioner