



PERSONAL INFORMATION PROTECTION ACT
Breach Notification Decision

Organization providing notice under section 34.1 of PIPA	The Flight Shops Inc. (Organization)
Decision number (file number)	P2015-ND-61 (File #000029)
Date notice received by OIPC	November 26, 2014
Date Organization last provided information	January 8, 2015
Date of decision	October 20, 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 a federally incorporated company whose head office is in Vancouver British Columbia. The Organization is an “organization” as defined in section 1(1)(i) of PIPA.
Section 1(1)(k) of PIPA “personal information”	<p>The incident involved all or some of the following information:</p> <ul style="list-style-type: none">• customer names and contact information,• date of birth,• travel itineraries,• credit card information (imprints or partial credit card numbers and expiry dates). <p>Passport numbers or photocopies of passports, as well as issued and expiry dates may also be at issue.</p> <p>This information is “personal information” as defined in section 1(1)(k) of PIPA and was collected in Alberta.</p>

DESCRIPTION OF INCIDENT	
<input checked="" type="checkbox"/> loss <input type="checkbox"/> unauthorized access <input type="checkbox"/> unauthorized disclosure	
Description of incident	<ul style="list-style-type: none"> • On October 1, 2014, two bankers boxes containing customer file folders were stolen from the Organization’s Walnut Grove location in Langley, BC. • On October 4, 2014, thieves broke into the Organization’s Granville location in Vancouver, BC and stole two bankers boxes containing customer file folders. • On October 4, 2014, one bankers box containing customer file folders was stolen from the Organization’s Broadway and MacDonald location in Vancouver, BC. The box was recovered later that day as it had been discarded by the side of a road. The contents did not appear to be disturbed, as documents were still neatly bundled in elastic bands. • All 3 store locations were locked and alarm-protected.
Affected individuals	The total number of affected individuals is estimated to be 2,955. Thirty-two (32) are residents of Alberta.
Steps taken to reduce risk of harm to individuals	<p>The Organization</p> <ul style="list-style-type: none"> • Reported the thefts to the RCMP and the police. • Notified its credit card merchant provider, so that issuing banks could monitor accounts and investigate. • Initiated a review of existing processes and established a committee to oversee the review and implementation of improvements. • Notified the BC and Alberta Information and Privacy Commissioner’s Offices.
Steps taken to notify individuals of the incident	The Organization notified all affected individuals by letter sent on October 27, 2014.
REAL RISK OF SIGNIFICANT HARM ANALYSIS	
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>The Organization recognized that the type of harm that may result from the breach is identity theft.</p> <p>In my view, the personal information involved in this case is sensitive as it includes customer names, dates of birth, and, in some cases, passport information. This information could be used to cause the harms of identity theft and fraud. These are significant harms.</p>

<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 there is a real possibility the information may be used for identity theft and fraud.</p> <p>I agree with the Organization. The apparently coordinated theft of personal information from multiple locations indicates malicious intent. Of the five boxes stolen, only one was recovered. In my view, these factors indicate there is a real risk of significant harm resulting from this incident.</p>
<p>DECISION UNDER SECTION 37.1(1) OF PIPA</p>	
<p>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 to the affected individuals. The incident involved the theft of sensitive personal information that could be used to cause the significant harms of identity theft and fraud. The coordinated theft indicates malicious intent, and only one of five boxes of stolen records has been recovered.</p> <p>I require the Organization to notify the affected individuals in Alberta in accordance with section 19.1 of the <i>Personal Information Protection Act Regulation</i> (Regulation).</p> <p>I understand the Organization notified the affected individuals in accordance with the Regulation on October 27, 2014. The Organization is, therefore, not required to notify the affected individuals again.</p>	

Jill Clayton
Information and Privacy Commissioner