



PERSONAL INFORMATION PROTECTION ACT
Breach Notification Decision

Organization providing notice under section 34.1 of PIPA	ABOE Lockworks Ltd. (Organization)
Decision number (file number)	P2017-ND-76 (File #005643)
Date notice received by OIPC	May 23, 2017
Date Organization last provided information	May 23, 2017
Date of decision	June 12, 2017
Summary of decision	There is a real risk of significant harm to the individual affected by this incident. The Organization is required to notify the individual 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 registered in Alberta and is an “organization” as defined in section 1(1)(i) of PIPA.
Section 1(1)(k) of PIPA “personal information”	<p>The incident involved the following information:</p> <ul style="list-style-type: none">• first name,• home address,• cellular telephone number,• first and last four numbers of credit card, card type, date and time of transaction and purchase amount relating to work performed on February 27, 2017. <p>This information is about an identifiable individual and is “personal information” as defined in section 1(1)(k) of PIPA.</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 February 27, 2017, an employee parked one of the Organization’s vehicles outside the employee’s home in Airdrie, Alberta.• On February 28, 2017, the employee discovered the van had been stolen.

	<ul style="list-style-type: none"> The van was recovered; however, on March 3, 2017, the Organization “determined that along with various locksmith equipment, a single invoice and a credit card slip for work the Employee performed for a single customer (the previous day had also been stolen from the van.”
Affected individuals	The incident affected 1 customer.
Steps taken to reduce risk of harm to individuals	<ul style="list-style-type: none"> Reported incident to law enforcement. Conducted an investigation, including determining whether the personal information of any individuals was stolen as part of the incident. Modified practices regarding the storage of invoice books and customer payment information so that such information is longer stored in work vehicles at the end of each work day. Notified the affected individual and offered free fraud/identity theft monitoring for one year.
Steps taken to notify individuals of the incident	The affected individual was notified in writing on May 11, 2017.
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 reported “It’s possible that the personal information of the Customer involved in the Incident, when combined together could be utilized to conduct identity theft, although when viewed individually, none the personal information disclosed is particularly sensitive and would be difficult for such information alone to be utilized to conduct identity theft.”</p> <p>I agree with the Organization. The information at issue includes contact, profile (details of transaction) and financial information that, particularly in combination and despite only a partial credit card number, could be used to cause the harms of identity theft, fraud and financial loss. 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 its assessment that “in light of the fact that the Incident was not accidental and for a malicious purpose and included the theft of the Customer’s personal information, the harm ... (if it occurs) is significant.”</p> <p>In my view, the likelihood of harm resulting from this incident is increased because the incident was the result of malicious intent (vehicle theft and stolen information) and the information has not been recovered although the van was.</p>

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 to the affected individual. The information at issue includes contact, profile (details of transaction) and financial information that, particularly in combination and despite only a partial credit card number, could be used to cause the harms of identity theft, fraud and financial loss. These are significant harms. The likelihood of harm resulting from this incident is increased because the incident was the result of malicious intent (vehicle theft and stolen information) and the information has not been recovered although the van was.

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

I understand the affected individual was notified in writing on May 11, 2017, in accordance with the Regulation. The Organization is not required to notify the affected individual again.

Jill Clayton
Information and Privacy Commissioner