



**PERSONAL INFORMATION PROTECTION ACT
Breach Notification Decision**

Organization providing notice under section 34.1 of PIPA	Best Buy Canada Limited (Organization)
Decision number (file number)	P2018-ND-068 (File #007849)
Date notice received by OIPC	February 20, 2018
Date Organization last provided information	March 8, 2018
Date of decision	July 3, 2018
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 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">• name,• address,• telephone number,• customer signature, and• order number. <p>This information is about identifiable individuals and is “personal information” as defined in section 1(1)(k) of PIPA. The information was collected in Alberta.</p> <p>The personal information is set out on bill of lading documents pertaining to the delivery of products that customers ordered from the Organization.</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 8, 2018, the Organization was informed by one of its delivery subcontractors in Alberta that on February 5, 2018, some documents related to customer orders were missing from the office. The sub-contractor believes the documents might have been stolen by a former employee on or around January 31, 2018.
Affected individuals	The incident affected 13 Alberta residents.
Steps taken to reduce risk of harm to individuals	<ul style="list-style-type: none"> Investigated the matter. Notified affected individuals. Offered credit monitoring services for 12 months.
Steps taken to notify individuals of the incident	Affected individuals were notified by letter on February 19, 2018.
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.	The Organization reported that “the nature of the information available on the missing documents, in particular, the customers’ signature along with the customers’ name and addresses, could provide a foundation for identity theft/fraud.” I accept the Organization’s assessment. The contact information, along with the signature, could be used to cause the significant harms of identity theft and/or fraud.
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.	The Organization reported that “based on the [subcontractor’s] report that the documents were noticed as missing in circumstances involving the Former Employee’s contentious departure from the company, including alleged vandalization of the office, there may be a high likelihood that a malicious Intent to misuse the personal information contained on the missing documents exists.” I accept the Organization’s reasoning. The likelihood of harm resulting from this incident is increased because the personal information was compromised due to the malicious action of an unknown third party (theft). The information has not been found nor has it been returned to the Organization.
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 individuals.	

The contact information, along with the signature, could be used to cause the significant harms of identity theft and/or fraud. The likelihood of harm resulting from this incident is increased because the personal information was compromised due to the malicious action of an unknown third party (theft). The information has not been found nor has it been returned to the Organization.

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

I understand the Organization notified affected individuals by letter on February 19, 2018, in accordance with the Regulation. The Organization is not required to notify the affected individuals again.

Jill Clayton
Information and Privacy Commissioner