



**PERSONAL INFORMATION PROTECTION ACT**  
**Breach Notification Decision**

<b>Organization providing notice under section 34.1 of PIPA</b>	Capital Region Housing Corporation (Organization)
<b>Decision number (file number)</b>	P2020-ND-075 (File # 015158)
<b>Date notice received by OIPC</b>	July 17, 2019
<b>Date Organization last provided information</b>	July 17, 2019
<b>Date of decision</b>	July 17, 2020
<b>Summary of decision</b>	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).
<b>JURISDICTION</b>	
<b>Section 1(1)(i) of PIPA “organization”</b>	The Organization is an “organization” as defined in section 1(1)(i) of PIPA.
<b>Section 1(1)(k) of PIPA “personal information”</b>	<p>The incident involved the following information:</p> <ul style="list-style-type: none"><li>• name of tenant,</li><li>• address,</li><li>• amount of rent owing, and</li><li>• Tenant Code (identifier for the tenant household)</li></ul> <p>This information is about identifiable individuals and is “personal information” as defined in section 1(1)(k) of PIPA.</p>
<b>DESCRIPTION OF INCIDENT</b>	
<input type="checkbox"/> loss <input type="checkbox"/> unauthorized access <input checked="" type="checkbox"/> unauthorized disclosure	
<b>Description of incident</b>	<ul style="list-style-type: none"><li>• Tenants who failed to pay their July rent were issued Notices to Vacate. The site manager who did the posting, however, posted the incorrect Notices to Vacate (e.g. Tenant A's notice was posted on Tenant B).</li><li>• The postings occurred on July 11, 2019. The error was discovered on July 12, 2019 when a few tenants receiving the incorrect notices contacted the Organization.</li></ul>

<b>Affected individuals</b>	The incident affected “over 200 households”.
<b>Steps taken to reduce risk of harm to individuals</b>	<ul style="list-style-type: none"> <li>• Changing Tenant Codes to better protect information exposed to others.</li> <li>• Reviewing all policies and procedures relating to the posting of notices and what information is contained on the notice.</li> <li>• Staff and contractors will be trained on new policies and procedures if needed.</li> <li>• Audits and quality checks of future posts become standard practice.</li> </ul>
<b>Steps taken to notify individuals of the incident</b>	Affected individuals were notified by mail on July 16, 2019.
<b>REAL RISK OF SIGNIFICANT HARM ANALYSIS</b>	
<b>Harm</b> 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: <p style="text-align: center;"><i>Unauthorized people may try and access the personal information contained in a tenant file using the Tenant code and names - personal information on file includes birthdate, citizenship. Some long term tenants have Social Insurance Numbers on file (this was discontinued a couple of years ago so any new tenants would not have provided this information). Unauthorized people may try and change information [sic] on a tenant's file using the information available on the Notice to Vacate. Some tenants may have moved within our housing portfolio for emergency reasons and this exposes their new addresses.</i></p> I accept the Organization’s assessment that a reasonable person would consider the information at issue could be used to cause a variety of potentially significant harms.
<b>Real Risk</b> 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 the likelihood of harm(s) resulting from this incident to be “Not highly likely but is a concern”. <p>In my view, a reasonable person would consider that the likelihood of harm resulting from this incident is decreased because the breach does not appear to be the result of malicious action. However, the information was widely distributed to “over 200 households”. The Organization did not report if it was able to recover all the information.</p>
<b>DECISION UNDER SECTION 37.1(1) OF PIPA</b>	
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.	

I accept the Organization's assessment that a reasonable person would consider the information at issue could be used to cause a variety of potentially significant harms. The likelihood of harm resulting from this incident is decreased because the breach does not appear to be the result of malicious action. However, the information was widely distributed to "over 200 households". The Organization did not report if it was able to recover all the information.

I require the Organization to notify the affected individuals whose personal information was collected in Alberta in accordance with section 19.1 of the *Personal Information Protection Act Regulation* (Regulation). I understand Affected individuals were notified by mail on July 16, 2019. The Organization is not required to notify the affected individuals again.

Jill Clayton  
Information and Privacy Commissioner