



PERSONAL INFORMATION PROTECTION ACT
Breach Notification Decision

Organization providing notice under section 34.1 of PIPA	Michael Neeland (Organization)
Decision number (file number)	P2021-ND-033 (File #016792)
Date notice received by OIPC	March 10, 2020
Date Organization last provided information	March 10, 2020
Date of decision	February 23, 2021
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 whose personal information was collected in Alberta pursuant to section 37.1 of <i>the 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,• mailing address,• telephone number,• health care number,• health information, and• employment information. <p>This information is about an identifiable individual and is “personal information” as defined in section 1(1)(k) of PIPA. The personal information 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 March 6, 2020, a laptop case containing paper records was stolen during a vehicle break-in.

	<ul style="list-style-type: none"> • Law enforcement was notified on the same day. The following day, some paper records were found nearby and recovered.
Affected individuals	The incident affected 1 resident of Alberta.
Steps taken to reduce risk of harm to individuals	<ul style="list-style-type: none"> • Reported incident to law enforcement, and other relevant parties involved with the information at issue. • Avoid transporting physical documents with confidential client information. • If transporting documents, the Organization will not leave records unattended. • Sensitive information will be stored in encrypted format if transport is necessary.
Steps taken to notify individuals of the incident	The affected individual was notified by telephone and email on March 9, 2020.
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 “The information may fall into the hands of a person or persons who may use the information to harm the client’s name and reputation.”</p> <p>I agree with the Organization’s assessment. A reasonable person would consider the contact, health, and employment information at issue could be used to cause the harms of embarrassment, hurt, or humiliation. 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 opinion that “... the person who stole the laptop case was looking for valuable contents (i.e. computer). As the client’s information has no value, it is unlikely that it would be used to harm the client.”</p> <p>In my view, the likelihood of harm resulting from this incident is increased as the personal information was compromised due to the malicious action of an unknown third party (vehicle break-in, theft).</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.	

A reasonable person would consider the contact, health, and employment information at issue could be used to cause the harms of embarrassment, hurt, or humiliation. These are significant harms.

The likelihood of harm resulting from this incident is increased as the personal information was compromised due to the malicious action of an unknown third party (vehicle break-in, theft).

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 Organization notified the affected individual by telephone and email on March 9, 2020 in accordance with the Regulation. The Organization is not required to notify the affected individual again.

Jill Clayton
Information and Privacy Commissioner