



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

<b>Organization providing notice under section 34.1 of PIPA</b>	IPC Investment Corporation (Organization)
<b>Decision number (file number)</b>	P2021-ND-152 (File #017477)
<b>Date notice received by OIPC</b>	April 17, 2020
<b>Date Organization last provided information</b>	April 17, 2020
<b>Date of decision</b>	June 8, 2021
<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 the 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 operates in Alberta and 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 all or some of the following information:</p> <ul style="list-style-type: none"><li>• name,</li><li>• residence,</li><li>• social insurance number,</li><li>• date of birth,</li><li>• plan type,</li><li>• fund name,</li><li>• account number, and</li><li>• banking information.</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>• On April 9, 2020, an advisor sent an email communication with attachments requiring their clients’ review and signature.</li></ul>

	<ul style="list-style-type: none"> <li>On the same day, the advisor learned from the client that the email communication had not been received.</li> <li>The advisor checked their sent items and discovered the communication was sent to the wrong email account.</li> </ul>
<b>Affected individuals</b>	The incident affected 2 individuals.
<b>Steps taken to reduce risk of harm to individuals</b>	<ul style="list-style-type: none"> <li>Updated and flagged the clients' accounts to prevent unauthorized access.</li> <li>Advised the clients how to minimize harm for accounts held outside of the Organization.</li> <li>Offered to cover the costs of a credit monitoring service.</li> <li>Provided the clients with the Mutual Fund Dealers Association of Canada (MFDA) Client Complaint Information Form.</li> </ul>
<b>Steps taken to notify individuals of the incident</b>	The affected individuals were notified verbally on April 9, 2020 and by letter on April 16, 2020.
<b>REAL RISK OF SIGNIFICANT HARM ANALYSIS</b>	
<p><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.</p>	<p>The Organization reported "There is the possibility of identity theft or fraud based on the personal information recorded on the attachment."</p> <p>I accept the Organization's assessment. A reasonable person would consider that the contact, identity and financial information at issue could be used to cause the significant harms of identity theft, financial loss and fraud.</p>
<p><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.</p>	<p>The Organization reported:</p> <p><i>We are unable to determine the likelihood that harm will result and acknowledge there is a possibility. We do not know the owner of the email account or if the owner has opened or viewed the message and attachments.</i></p> <p>In my view, a reasonable person would consider the likelihood of harm resulting in this case is decreased as the unauthorized disclosure was caused by human error. However, the Organization does not know the owner of the email account, or if the email and attachments were opened and viewed.</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.	

A reasonable person would consider that the contact, identity and financial information at issue could be used to cause the significant harms of identity theft, financial loss and fraud. The likelihood of harm is decreased as the unauthorized disclosure was caused by human error. However, the Organization does not know the owner of the email account, or if the email and attachments were opened and viewed.

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

I understand the Organization notified the affected individuals verbally on April 9, 2020 and by letter on April 16, 2020, in accordance with the Regulation. The Organization is not required to notify the affected individuals again.

Jill Clayton  
Information and Privacy Commissioner