



PERSONAL INFORMATION PROTECTION ACT
Breach Notification Decision

Organization providing notice under section 34.1 of PIPA	Florinda Financial Planning Inc. (Organization)
Decision number (file number)	P2021-ND-244 (File #020814)
Date notice received by OIPC	April 26, 2021
Date Organization last provided information	October 27, 2021
Date of decision	December 1, 2021
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 whose personal information was collected in Alberta, 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 Organization reported the incident involved the following information:</p> <ul style="list-style-type: none">• name,• segregated fund contract number, and• segregated fund contract holdings. <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 via the Organization’s website and/or application.</p>
DESCRIPTION OF INCIDENT	
<input type="checkbox"/> loss <input checked="" type="checkbox"/> unauthorized access <input type="checkbox"/> unauthorized disclosure	

<p>Description of incident</p>	<ul style="list-style-type: none"> • On April 5, 2021, the Organization learned that its customers were impacted by unusual activity that was transacted through a third party web-based portal. • The Organization reported that the breach appears to be the result of unauthorized access using an advisor’s authentication credentials (username and password). • The Organization reported that this unauthorized access by the perpetrator appears to have been used to process fraudulent transactions on customer accounts. • The breach occurred between March 23, 2021 and April 5, 2021.
<p>Affected individuals</p>	<p>The incident affected 2 individuals whose information was collected in Alberta.</p>
<p>Steps taken to reduce risk of harm to individuals</p>	<p><u>The Organization</u></p> <ul style="list-style-type: none"> • Disabled the advisor's access to the web-based advisor-facing transaction processing application. • Working with the third party responsible for the web portal. • Contacted banks that received fraudulent transfers. <p><u>Third Party</u></p> <ul style="list-style-type: none"> • Reversed unauthorized transactions. • Reviewing all recent activity on the impacted accounts. • Took steps to restrict access to the impacted accounts. • Offered credit monitoring to the impacted customers.
<p>Steps taken to notify individuals of the incident</p>	<p>Affected individuals were notified by telephone on April 18, 2021.</p>
<p>REAL RISK OF SIGNIFICANT HARM ANALYSIS</p>	
<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,</p> <p><i>The investigation is ongoing. Unauthorized transactions were processed on the impacted individual's... accounts. At this time the investigation suggests the perpetrator(s) came into possession of my authentication credentials and these could be used to access my client account elsewhere.</i></p> <p>In my view, a reasonable person would consider the contact and financial information at issue could be used to cause the harms of identity theft, fraud, and/or financial loss. Confirmed valid credentials could be used to compromise online accounts. These are significant harms.</p>

<p>Real Risk</p> <p>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, “The potential risk of harm (in addition to what has been reported in 12) is currently under investigation.”</p> <p>In my view, a reasonable person would consider that the likelihood of harm resulting from this incident is increased because the incident is the result of malicious actions by an unknown perpetrator. The information at issue was in fact used for fraudulent transactions.</p>
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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.

A reasonable person would consider the contact and financial information at issue could be used to cause the harms of identity theft, fraud, and/or financial loss. Confirmed valid credentials could be used to compromise online accounts. These are significant harms. The likelihood of harm resulting from this incident is increased because the incident is the result of malicious actions by an unknown perpetrator. The information at issue was in fact used for fraudulent transactions.

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 the Organization notified affected individuals by telephone on April 18, 2021 in accordance with the Regulation. The Organization is not required to notify the affected individuals again.

Jill Clayton
Information and Privacy Commissioner