

# How to deal with a Privacy Breach of your Personal Information

## What information was breached?

Any documents sent or received in relation to any FOIPOP request submitted since April 1, 2016 has been comprised. This includes documents such as the request application, the decision letter and the package of records, for a complete list of affected documents please see the list of documents. **The breach in question did not affect user accounts on the request portal, this means information such as passwords. Payment information is not stored in this system so it was not breached.**

## How can I get more detail about what information was affected?

The best way to understand what personal information may have been compromised is to review any records or documents you have received as a result of a FOIPOP request you have made after April 1, 2016. Reviewing the contents of any records you received as well as any letters that directly relate to the request, including the application for records, will cover the extent of what was breached.

## How do I know if my personal information is being misused?

Misuse of personal information is not always immediately obvious, be sure to look out for some of the following signs:

- bills and statements don't arrive when they are supposed to — someone may have changed the mailing address for your accounts
- you receive calls from collection agencies or creditors for an account you don't have
- you receive notification from your bank, credit card or online business about a new account in your name, or added charges
- financial account statements show withdrawals or transfers you didn't make
- a creditor calls to say you've been approved or denied credit that you haven't applied for

## What should I do if my privacy has been breached?

We recommend you monitor your credit report for fraud or suspicious activity. You can ask for a free copy of your credit report from the two national credit bureaus in Canada: Equifax Canada and TransUnion Canada. You should check with both bureaus. Checking your credit reports periodically, especially in the 12 months following a privacy breach, can help you identify and work to fix any issues.

## How can I protect myself from further breaches?

Although payment details and passwords were not compromised as a result of this breach, personal information is often referenced or used in the creation of security questions or passwords so changing these security measures will help in preventing access to any online accounts you use.

## What if my information has been misused?

If your personal information has been misused, contact your local law enforcement and your financial institutions to file an identity theft complaint. Make sure you get a copy of the police report. Follow any recommended steps for recovery.

**Who do you contact for more information?**

Contact IAP Services at [AskIAPServices@novascotia.ca](mailto:AskIAPServices@novascotia.ca) or call 902-424-3843.