



## NOTIFICATION TO CURRENT STUDENTS

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### Attention: All Current Okanagan College Students NOTICE OF PRIVACY INCIDENT January 23 2023

Re: Notice of Privacy Incident

Okanagan College would like to notify all current students, including full-time, part-time, and continuing education students currently enrolled online or at any one of our campuses ~~of~~ an incident that may affect the security of their personal information.

#### WHAT HAPPENED?

On Monday, January 9, Okanagan College responded ~~to~~ an incident in which an unauthorized entity gained access to certain Okanagan College technology systems. As soon as the intrusion was detected, we shut down key systems to limit the potential impacts and we engaged ~~cyber~~ security experts to assist with the response.

In the course of our ongoing investigation, we have determined that personal information belonging to current students may have been subject to risk ~~as~~ a result of the incident, including the following types of information:

- x Personally Identifiable Information (PII), such as your name, ~~date~~ date of birth, email address, mailing address and social insurance number (SIN).
- x Student information, such as information contained on your transcript or enrollment application.
- x If you are an International Student, the incident may ~~have~~ also resulted in the exposure of your passport number and/or visa.

In the wrong hands, this type of information can be used for fraud, identity theft and other harmful purposes. Although we have no evidence that any such activity has occurred, we want you to be aware of the situation, including the steps we are taking to address this issue ~~and~~ the precautions that we recommend you take to protect your personal information.

Please note that Okanagan College uses a ~~third~~ party payment processor for all credit and debit ~~and~~ transactions, whether made online or on campus. We have no evidence to suggest that such payment card information is at risk as is it not collected or stored directly by Okanagan College.

#### STEPS WE ARE TAKING TO PROTECT YOU

As a precautionary measure, ~~w~~ are offering all current students a free two year subscription to myTrueIdentity, a premium credit monitoring and identity theft prevention service. The service is provided by TransUnion, one of Canada's main credit reporting agencies, and includes:

- x Unlimited online access to the TransUnion Credit report, updated daily. A credit report is a snapshot of a consumer's financial history and the primary tool leveraged for determining ~~credit~~ related identity theft or fraud.
- x Unlimited online access to the TransUnion CreditVision® Risk score, with score factors and analysis updated daily. A credit score is a ~~three~~ digit number calculated based on the information contained in a consumer's credit report at a particular point in ~~time~~.

- x TransUnion credit monitoring alerts with email notifications to key changes on a consumer's credit file. In today's virtual world, credit monitoring alerts are a powerful tool to protect against identity theft, enable quick action against potentially fraudulent activity, and provide overall confidence to potentially impacted consumers.
- x Unlimited access to online educational resources concerning credit management, fraud victim assistance and identity theft prevention.
- x Identity theft insurance of up to \$50,000 in coverage to protect against potential damages related to identity theft and fraud.
- x Dark Web Monitoring to provide monitoring of surface, social, deep, and dark websites for potentially exposed personal information (PII) and other sensitive information (OSI).

While no organization is immune to these types of attacks, we continue to seek opportunities to further strengthen our security infrastructure, and we will always prioritize your privacy and the protection of your information.

Should you have any questions or concerns, please do not hesitate to contact [cyberincident@okanagan.bc.ca](mailto:cyberincident@okanagan.bc.ca). We will get back to you as soon as possible.

Sincerely,

Neil Fassina  
President, Okanagan College

Note: This notice does not pertain to former or prospective students, nor employees or any other individual who has association with the College. Should the investigation determine that information pertaining to other individuals may have been impacted by the incident, Okanagan College will notify those individuals accordingly.

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## QUESTIONS & ANSWERS FOR STUDENTS

### 1. What Happened? How did this happen?

On Monday, January 9, Okanagan College responded to an incident in which an unauthorized entity gained access to certain Okanagan College technology systems. The College responded immediately shutting down and disabling network access across all of our campuses. We have engaged external cybersecurity experts to assist in our response and investigation.

### 2. How did the College respond?

Upon discovery of the incident, we took immediate steps to secure our IT systems and out of an abundance of caution, issued a public statement to our students and staff. We immediately launched an investigation with a leading third-party forensic services firm.

We have notified the RCMP, the Office of the Information and Privacy Commissioner for British Columbia, and the Canadian Centre for Cybersecurity, whose collective recommendations we have followed throughout this process.

### 3. How did you determine student information may have been affected?

We have been conducting a comprehensive forensic investigation with the assistance of cybersecurity experts. Through those efforts, we recently uncovered evidence that suggests that certain information, including information belonging to current students, was subject to risk.

### 4. What are you doing to protect students?

As a precautionary measure, we are offering all current students a free two-year subscription to myTrueIdentity, a premium credit monitoring and identity theft prevention service. Students can obtain an activation code by calling TransUnion at 1-833-806-1882.

### 5. Are Okanagan College staff or students at increased risk of identity theft?

In the wrong hands, the type of student information that was subject to risk can be used for fraud, identity theft and other harmful purposes. Although we have no evidence that any such activity has occurred, we encourage you to take steps to protect yourself, such as:

- x Activating the credit monitoring service provided by the College;
- x notifying your credit card company or financial institutions of this incident;
- x monitoring your account statements for unusual activity or discrepancies and reporting them to your credit card company or financial institutions;



15. Why are you only providing monitoring through TransUnion, and not Equifax, or both?

There are two main credit reporting agencies and they both have access to similar information and provide similar services. It would be redundant to use both services.

16. What should I do if I think any of my accounts has been compromised?

If you have reason to believe that you have been a victim of fraud, for any reason, we urge you to contact your local police, and to notify any financial institutions you have a relationship with. You can also contact the Canadian AntiFraud Centre at 1-888-495-8501 or online at <https://www.antifraudcentre.ca>

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