



**Private and Confidential**

May 10, 2021

Dear Parent/Guardian:

**RE: Notice of Cyber Incident**

**The Regional Municipality of Durham**

Health Department

605 Rossland Rd. E.  
Level 2  
PO Box 730  
Whitby, ON L1N 0B2  
Canada

**An Accredited Public Health Agency**

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We want to notify you of a cybersecurity incident that occurred with a third-party software provider used by The Regional Municipality of Durham. The incident may have impacted your personal information.

Our IT teams, working with the service provider, took immediate steps to secure our systems. The vulnerability related to the service provider has been addressed and our systems have been secured.

Our experts are diligently investigating the matter further. Although the investigation is ongoing, based on the information we have gathered to date, we discovered that an unauthorized third party accessed some of your personal information. Based on the investigation to date, your following personal information may have been accessed by this incident:

- Your child's Ontario Education Number, name, date of birth, address, school location, grade and class information;
- Your name and contact number(s).

This information was shared by your child's school board with the Durham Region Health Department as required by the terms of the *Immunization of School Pupils Act* and associated regulations. Although we have no evidence that the information has been misused, it is important to be vigilant in protecting yourself from identity fraud. You can learn more about this [here](#). If you suspect any misuse of information related to this incident please let us know right away.

We have notified the relevant regulators and authorities about the incident. You are also entitled to file a complaint with the Information and Privacy Commissioner of Ontario.

We have established a dedicated call centre to answer any questions you may have about the incident. Please call at **1-833-526-0566**, Monday - Friday, 9:00 a.m. – 4:30 p.m. ET with any questions you have. Please visit [durham.ca/CyberSecurity](https://durham.ca/CyberSecurity) for updated information.

We are committed to protecting the personal information in our care and we are taking this matter very seriously. We are sorry for the inconvenience this may cause.

Sincerely,



Robert Kyle, BSc, MD, MHSc, CCFP, FRCPC, FACPM  
Commissioner & Medical Officer of Health