

November 29, 2022

You may disregard this letter if you have already received a letter from OSSTF in the past month.

Dear [add designation],

As you may know, on May 30, 2022, the Ontario Secondary School Teachers' Federation (OSSTF/FEESO) learned that we fell victim to a cyber incident involving a ransomware that affected our systems. We understand that this incident may have resulted in disrupted systems and operational challenges for individuals within our network. We sincerely apologize for any inconveniences caused and wish to inform you of the situation.

What happened?

On May 30, 2022, we discovered that an unauthorized third party had accessed and encrypted our systems between May 25 and May 30, 2022. We immediately hired a cyber security firm to secure our environment and investigate the incident to determine its scope and the nature of the information involved. Following this review, we also conducted an eDiscovery process to review the personal information that may have been impacted. Such process, which has taken several months, was just recently completed.

Based on the results of our investigation and while we have no evidence of further misuse of the data at this time, we can now confirm that personal information of current and past members was compromised as part of this incident.

What personal information has been compromised?

The personal information compromised concern current and past members, as well as their family members and/or beneficiaries and may include the full name, social insurance number, date of birth, the member ID and/or other personal information provided to OSSTF.

We invite you to contact us at our toll-free number **1-877-672-4644**, available Monday to Friday from 9 a.m. to 5 p.m. EST, to obtain more information on the personal information concerning you that may have been impacted by the incident.

What can you do to protect yourself?

As always, it is important to remain vigilant to detect the risk of fraud, identity theft and phishing. To do so, you should: (1) review your account statements regularly, (2) change your online accounts password often and avoid using the same passwords across various services, and (3) be cautious if you receive suspicious emails, text messages, or phone calls that request that you provide personal information or contain links or attachments, even when originating from trusted individuals or companies.

As an added precaution, depending on the type of personal information impacted, credit monitoring and identity theft protection services with Equifax may be available to you at our expense for a period of one year. As such, if applicable, our team will provide you with a code to redeem.

We wanted to assure you that we take the protection of your personal information very seriously and that we are taking all necessary steps to prevent a similar incident from reoccurring. We have worked with our external cyber security experts to remove the malware and strengthen our security posture. We confirm that we are currently fully operational and available to assist and represent our members.

For any questions or concern, we invite you to contact us by calling at the toll-free number **1-877-672-4644**, available Monday to Friday from 9 a.m. to 5 p.m. EST. If you still have any question or concern that remain unanswered, you may contact us by email at security.info@osstf.ca.

Thanks,
Jim Spray
CFO / AGS, Operational Services