



Waterloo Region District School Board

51 Ardelt Avenue
Kitchener, ON N2C 2R5
T: 519-570-0003
F: 519-742-1364
wrdsb.ca

September 30, 2022

Dear Retiree::

We have received your correspondence regarding the cyber security incident that we have been managing since July 10. We understand that past employees and retirees are concerned about their information, and we would like to take this opportunity to address those concerns again.

When we first notified the public of this event in July, we did not know the extent of information involved. We requested your patience and trust as we undertook a complex and time-consuming data analysis, and we are grateful for your understanding.

Past Employee Information and Notification

In August, we completed a significant portion of that work as it pertained to employee and past employee data, and we informed all current and past employees of the impact of this incident.

We were able to notify current employees using a current employee email list. For past employees the notification was far more challenging owing to the fact that much of the contact information on file was potentially outdated. For that reason, we chose to make indirect notification to past employees via both a WRDSB website notice and media release. This is a common method of incident notification when historical data is impacted. Here is a link to that notification:

<https://www.wrdsb.ca/blog/2022/08/12/waterloo-region-district-school-board-notification-of-impact-of-cyber-incident/>

Fortunately, as we had hoped, the details of the impact on past employee information were widely circulated in the news media. Indeed, you have included a reference to one article from CTV that referenced the website notice published by WRDSB. The article quoted the WRDSB website announcement, which described the impacted data as “names, birthdates, banking

information, and social insurance numbers of all current and past employees dating back to 1970". That group presumably includes yourself and the other signatories of your letter. WRDSB has also recently engaged in a local newspaper notification campaign to ensure this notice is as widespread as possible.

We shared the following on July 28, 2022 through our website, social media channels and through local news media.

Credit Monitoring Service for Current and Former WRDSB Staff

July 28th, 2022

We want to provide an update about a security incident we informed students, families and staff about last week. All Waterloo Region District School Board (WRDSB) current and former staff will soon be able to register for one year of complimentary credit monitoring by *myTrueIdentity* from TransUnion.

Current Staff

Current WRDSB staff will be contacted directly with their unique sign up code from TransUnion, including instructions about how to register. They are encouraged to refer to their WRDSB email inbox for more information on this process.

Retirees and Former Staff

To obtain their unique code and for more information on how to register for one year of complimentary credit monitoring from TransUnion, retirees and former staff will need to call TransUnion at 1-833-806-1882.

When calling TransUnion, **please state that you are calling in relation to the Waterloo Regional District School Board credit monitoring program.** To obtain a code, retirees and former staff will need to provide one of the following:

- Employee Identification Number (EIN); or
- Past address

Questions? If you have questions about the registration process please contact please contact incident@wrdsb.ca.

Enrollment in the credit monitoring program has been robust. Thankfully, recent analysis has determined that not all former employee information was taken, so some former employees will not require credit monitoring. If you are in the data set, TransUnion will provide a credit monitoring code and can assist with registering for one year of complimentary credit monitoring.

If after providing the information above your name is not on the list of impacted individuals, then your information was not taken and you will not be offered credit monitoring.

Staying Safe

We are hopeful that the credit monitoring currently being offered will help mitigate the potential harm to individuals impacted by the incident. To protect yourself from the risk of identity theft or fraud, we recommend the following:

If you receive emails or text messages in the days ahead purporting to be from WRDSB asking for account or any other personal information that you were not expecting, please consider the email or text to be fraudulent, and contact us immediately.

Never respond to any unsolicited requests for your financial information.

Remain vigilant about any unauthorized transactions.

It is important to keep in mind that fraud can show up in a variety of different ways. The details of your experience with identity fraud will be different from someone else's. There are several warnings signs that everyone should be on the lookout for:

A creditor that you already have a relationship with or a new creditor contacts you to say that they have received an application in your name including specific personal information about you.

A bank or credit card company contacts you to let you know that you have either been approved or rejected for a credit card or loan product you did not apply for.

You have stopped receiving important banking or credit statements in the mail.

A debt collector contacts you to collect a debt that is not yours.

WRDSB acknowledges your concerns regarding data retention and it will be reviewing its policies in the wake of this incident to determine if changes are required.

Should you have any further questions regarding this incident, please do not hesitate to contact us at incident@wrdsb.ca.