



STÓ:LŌ DENTAL

Bldg. 7 – 7201 Vedder Road, Chilliwack, B.C. V2R 4G5

Tel: No. (604) 824-3234/FAX No. (604) 847-0850

Toll Free: 1-877-411-3200

August 14, 2024

Notice of Cybersecurity Incident

Stó:lō Service Agency takes privacy and security seriously. The purpose of this notice is to inform potentially impacted individuals of a cybersecurity incident that we recently experienced and which may have implications for some of your personal information.

WHAT HAPPENED & WHAT ARE WE DOING ?

On April 5, 2024, we discovered that an unauthorized third party gained access to a portion of our IT infrastructure (the **Incident**). We immediately deployed countermeasures to secure our network and data from further unauthorized access and engaged third party cybersecurity experts to assist with containment, remediation, and to conduct a forensic investigation to determine the nature and extent of the Incident. We also reported this incident to law enforcement and privacy regulatory authorities.

Although, we have security measures in place, and our practices are regularly reviewed, given the rapidly evolving landscape of cybersecurity threats, no organization can be 100% safe from advanced cybersecurity incidents orchestrated by sophisticated third parties. Working alongside third-party cybersecurity experts, we have implemented enhanced security safeguards to better prevent an incident of this nature from re-occurring.

WHAT INFORMATION WAS INVOLVED?

We have reason to believe that certain personal information may have been accessed or acquired by an unauthorized third party. This impacted information may include some or all of the following as set out in the below chart:

Category	Impacted Personal Information
Dental Information	Name, home address, personal phone number, personal email address, family information such as names of spouse and child(ren) family medical history, Health Number, medical records, Status card number, care plans, dental plans, and insurance plans

We want to assure you that, to date, we are not aware of any personal information being further disclosed or misused such as to carry out identity theft and/or fraud.

Protecting personal information in our care is a top priority for us. Accordingly, out of an abundance of caution and to provide peace of mind, we are providing a complimentary subscription for 12 months of credit monitoring for those individuals who fall into one or both of the above categories. If you believe you may have been impacted and to obtain further information on this service, please email clientnotification@stolonation.bc.ca with the subject line “**Privacy Incident – Credit Monitoring**” and a code will be provided to you, along with further instructions for registering for this service.

WHAT YOU CAN DO

Remain vigilant – We encourage you to remain vigilant regarding threats of identity theft or fraud by engaging in the following best practices:





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- a. Never respond to any requests for your financial information and be careful when sharing your personal information whether by phone, email or on a website.
- b. Be aware of phishing or spoofing attempts. A phishing email/phone call is an impersonation tactic used to deceive individuals into thinking that communication is from a trusted source. For example, you receive a phone call or text from your bank stating you have suspicious activity and to confirm your banking info.
- c. Avoid clicking on links or downloading attachments from suspicious emails.
- d. Read the attached Protect Yourself Document which includes important information from the Canadian Anti-Fraud Centre.

FOR MORE INFORMATION

If you believe you may have impacted and have questions regarding this Incident, please email us at clientnotification@stolonation.bc.ca or call Leslee Picton at 604-824-3200.

Thank you for your patience and understanding as we navigated this Incident.

Sincerely,

Lauralee Campbell

Associate Director

Stó:lo Service Agency Health

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