



OFFICE OF THE EXECUTIVE DIRECTOR

Bldg. 8A – 7201 Vedder Road, Chilliwack, B.C. V2R 4G5

Tel: No. (604) 824-3200/FAX No. (604) 824-5129

Toll Free: 1-800-565-6004

August 1, 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 and relates to individuals who fall into either or both of the following categories:

Category	Who does this apply to?	Types of Personal Information Potentially Involved
#1: Genealogical, Cultural or Archival Information	Connections to Stó:lō Research & Resource Management Centre	Name, date of birth, family relations, cultural history and stories.
#2: Vendor, Service, Tenant Contracts	Service contracts, tenant agreements, program participants, and Vendor payments for all Stolo Service Agency.	Name, home address, personal phone number, personal email address, and banking information such as a VOID cheque.

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,

Willy Hall

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Executive Director, Stó:lō Service Agency

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Website: www.stolonation.bc.ca