



PERSONAL INFORMATION PROTECTION ACT
Breach Notification Decision

Organization providing notice under section 34.1 of PIPA	Ivari Canada ULC (Organization)
Decision number (file number)	P2018-ND-144 (File #010068)
Date notice received by OIPC	October 18, 2018
Date Organization last provided information	October 18, 2018
Date of decision	November 14, 2018
Summary of decision	There is a real risk of significant harm to the individual affected by this incident. The Organization is required to notify the individual pursuant to section 37.1 of the <i>Personal Information Protection Act</i> (PIPA).
JURISDICTION	
Section 1(1)(i) of PIPA “organization”	The Organization operates in Alberta and is an “organization” as defined in section 1(1)(i) of PIPA.
Section 1(1)(k) of PIPA “personal information”	<p>The incident involved the following information:</p> <ul style="list-style-type: none">• name,• address,• date of birth,• health information,• driver license number, and• blood test results. <p>This information is about an identifiable individual and is “personal information” as defined in section 1(1)(k) of PIPA.</p>
DESCRIPTION OF INCIDENT	
<input checked="" type="checkbox"/> loss <input type="checkbox"/> unauthorized access <input type="checkbox"/> unauthorized disclosure	
Description of incident	<ul style="list-style-type: none">• On July 24, 2018, the Organization mailed a letter containing the information at issue to a doctor's office. The address was incomplete (no suite number).• When the letter was not received at the doctor's office, the Organization was asked to track it, but has not been able to locate the letter.

	<ul style="list-style-type: none"> The breach was discovered on August 2, 2018.
Affected individuals	The incident affected one (1) individual.
Steps taken to reduce risk of harm to individuals	<ul style="list-style-type: none"> Made a note on the individual’s file to require enhanced authentication in the future. Employees will be reminded that privacy incidents are to be reported to the privacy office without delay.
Steps taken to notify individuals of the incident	The affected individual was notified by letter sent October 17, 2018.
REAL RISK OF SIGNIFICANT HARM ANALYSIS	
<p>Harm Some damage or detriment or injury that could be caused to the affected individuals as a result of the incident. The harm must also be “significant.” It must be important, meaningful, and with non-trivial consequences or effects.</p>	<p>The Organization reported the following types of harm could result from the breach:</p> <ul style="list-style-type: none"> - <i>Financial loss</i> - <i>Fraud</i> - <i>Identity theft</i> - <i>Negative effect on credit record</i> - <i>Embarrassment</i> <p>I agree with the Organization’s assessment. Identity information could be used to cause the significant harms of identity theft and fraud. Medical information could be used to cause hurt, humiliation and embarrassment. These are all significant harms.</p>
<p>Real Risk The likelihood that the significant harm will result must be more than mere speculation or conjecture. There must be a cause and effect relationship between the incident and the possible harm.</p>	<p>The Organization reported “We assess the likelihood of harm as low. There was no SIN, credit card or banking information within the correspondence.”</p> <p>In my view, the likelihood of harm resulting from this incident is decreased because the incident was not the result of deliberate or malicious action, but rather human error. However, the information has been lost and its whereabouts is not known.</p>
DECISION UNDER SECTION 37.1(1) OF PIPA	
<p>Based on the information provided by the Organization and given the circumstances of the incident, I have decided that there is a real risk of significant harm to the affected individual as a result of this incident.</p> <p>Identity information could be used to cause the significant harms of identity theft and fraud. Medical information could be used to cause hurt, humiliation and embarrassment. These are all significant harms. The likelihood of harm resulting is decreased because the incident was not the result of deliberate or malicious action, but rather human error. However, the information has been lost and its whereabouts is not known.</p> <p>I require the Organization to notify the affected individual in accordance with section 19.1 of the <i>Personal Information Protection Act Regulation</i> (Regulation).</p>	

I understand the affected individual was notified by letter sent October 17, 2018. The Organization is not required to notify the affected individual again.

Jill Clayton
Information and Privacy Commissioner