Office of the Information and
Privacy Commissioner of Alberta

PERSONAL INFORMATION PROTECTION ACT
Breach Notification Decision

Organization providing notice under section 34.1 of PIPA	Vancouver Canucks Limited Partnership (Organization)
Decision number (file number)	P2018-ND-104 (File #009293)
Date notice received by OIPC	July 26, 2018
Date Organization last provided information	July 26, 2018
Date of decision	August 7, 2018
Summary of decision	There is a real risk of significant harm to the individuals affected by this incident. The Organization is required to notify the individuals whose information was collected in Alberta pursuant to section 37.1 of the *Personal Information Protection Act* (PIPA).
JURISDICTION	
Section 1(1)(i) of PIPA "organization"	The Organization is an "organization" as defined in section 1(1)(i) of PIPA.
Section 1(1)(k) of PIPA "personal information"	The information that may have been compromised includes: • account ID, • name, • date of birth, • email address, • telephone number, • postal code, • gender, • marriage status, and • twitter handle. This information is about identifiable individuals and is "personal information" as defined in section 1(1)(k) of PIPA. To the extent the information was collected in Alberta, PIPA applies.
DESCRIPTION OF INCIDENT	
❑ loss ☒ unauthorized access ❑ unauthorized disclosure	

Description of incident	• The Organization reported that the "…incident happened at a company that provides online surveys that are sometimes used in our …online portal for season tickets renewal. IOMedia, which is owned by Ticketmaster and runs the online portal, advised that as a result of an incident at the online survey company, known as Typeform, some of the answers entered in surveys during the season ticket renewal process may have been compromised". • The Organization reported that "Typeform became aware of the cyber breach on their system on June 27, 2018, and fixed it within 30 minutes. We understand that during the cyber-attack answers to some surveys on Typeform's survey, including answers in the online portal during the season ticket renewal, were downloaded".
Affected individuals	The incident affected nine (9) individuals in Alberta.
Steps taken to reduce risk of harm to individuals	• The Organization reported it has "…been advised that Typeform reviewed its security with the help of external experts, identified the security vulnerability, which was the source of the breach and addressed it. It is also implementing new security passwords to add an additional layer of protection." • The Organization is "…committed to continuing to work with IOMedia to ensure they review all measures to prevent this type of situation from happening in the future."
Steps taken to notify individuals of the incident	The Organization reported its understanding that "…the attacker downloaded the answers provided by a number of season ticket holders, affecting 9 individuals in Alberta. We have provided a notice to each of those individuals." It appears the email notice was sent on July 24, 2018.
REAL RISK OF SIGNIFICANT HARM ANALYSIS	
Harm Some damage or detriment or injury that could be caused to 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.	The Organization did not specifically identify the types of harm(s) that could result from this incident. However, its email notice to affected individuals said "Even though no financial or banking information was compromised, it is important that you are extra cautious of any third party attempts to use or misuse any of this information." In my view, a reasonable person would consider that the identity information at issue (date of birth), particularly combined with contact information and profile information (connection to the Organization) could be used to cause the harms of identity theft and fraud. Email address could be used for phishing purposes. These are all significant harms.

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.	The Organization did not specifically address the likelihood of harm resulting from this incident but submitted its report stating "Without prejudice to our view that a reasonable person will not consider that there exists a real risk of significant harm in this matter based on the facts described below, we are writing to notify your office about a recent incident involving an inadvertent disclosure of information." In my view, a reasonable person would consider that the likelihood of harm resulting from this incident is increased because the personal information was compromised due to deliberate malicious action (cyber-attack). The Organization reported that Typeform fixed the system within 30 minutes of becoming aware of the attack; however, the Organization did not report how long information was exposed. In any event, it was long enough that "…answers in the online portal during the season ticket renewal, were downloaded" and is therefore available to be used by the perpetrators.

DECISION UNDER SECTION 37.1(1) OF PIPA

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 individuals.

A reasonable person would consider that the identity information at issue (date of birth), particularly combined with contact information and profile information (connection to the Organization) could be used to cause the harms of identity theft and fraud. Email address could be used for phishing purposes. These are all significant harms. The likelihood of harm resulting from this incident is increased because the personal information was compromised due to deliberate malicious action (cyber-attack). The Organization reported that Typeform fixed the system within 30 minutes of becoming aware of the attack; however, the Organization did not report how long information was exposed. In any event, it was long enough that "…answers in the online portal during the season ticket renewal, were downloaded" and is therefore available to be used by the perpetrators.

I require the Organization to notify the affected individuals whose information was collected in Alberta in accordance with section 19.1 of the *Personal Information Protection Act Regulation* (Regulation).

I understand that the Organization notified affected individuals in Alberta by email notice sent on July 24, 2018. The Organization is not required to notify the affected individuals in Alberta again.

Jill Clayton
Information and Privacy Commissioner