

Security Breach Frequently Asked Questions

We want to assure you that the District takes security very seriously, and we are doing everything we can to mitigate any damage or risk associated with the recent unauthorized access of one of our web services. We want to inform you of any potential risk however small that may be.

What happened?

Unauthorized external access was made via third-party software installed on the District of Oak Bay server infrastructure. Upon discovery, access to all online services was shut down to protect the data. An independent security review is being conducted to identify if any further action is required.

Was any of my personal information accessed?

We have found no evidence to date that any data was accessed or programs run as a result of this unauthorized access. We have reviewed the issue and have hired an independent security consultant to review our systems and confirm our findings.

Do you know who gained unauthorized access?

No

Why did you send the letter?

We at the District believe it is critical that we inform citizens of any unauthorized access of their personal information. We want to make sure you have the information to make informed decisions. We prefer to err on the side of caution.

Why was the public notified days after the breach?

The breach occurred on the district's web server. This server has NO personal information on it. The server was shut down and replaced the following day. The days immediately following the breach were spent collaborating with other municipalities, and completing numerous security audits and analyses. It was then determined that there was a possibility the web server had access to personal information through another server. Upon receiving this information, we then issued the notice.

What should I do?

If you are a MyDistrict customer you should log onto the site and change your password and security question.

How do I change my password and security question?

1. Go to www.oakbay.ca and scroll down to Online Services
3. Click on the word MyDistrict Online
4. Logon to the service
5. Select the Profile menu on the left side
6. Change your security question and then select **Update Your Profile**.
7. After updating your question, select **Change Password** and change your password.

Should I change my bank account?

If you are a Pre-Authorized Withdrawal System (PAWS) customer and are concerned, you should contact your financial institution to see if you need to take any action.

What will be done to ensure this doesn't happen again?

No on-line service is completely secure. We will implement any appropriate recommendations from the independent security audit that will enhance the security of our on-line services.

What are some of Oak Bay's web services NOT affected by the breach?

The main district website at www.oakbay.ca was not accessed or affected by this breach. Neither was the online registration system for Recreation Oak Bay.

How do I contact the Office of the Information & Privacy Commissioner?

If you wish to have the Information & Privacy Commissioner review the municipality's response you may do so by contacting the Office of the Information & Privacy Commissioner (OIPC) at the following address: 4th Floor, 947 Fort Street, Victoria BC V8V 3K3 Telephone: (250) 387-5629 Fax: (250) 387-1696.