

Dear Citizen:

On Monday, July 22, 2013 the District became aware that an external and unauthorized access to personal information may have occurred through one of our web services and the District immediately shut down access to all online services to protect our data. The preliminary review of the incident has not found any evidence that your personal information has been compromised.

As attacks on high profile sites are common, we both monitor and improve our site continuously to ensure security at oakbay.ca We want to err on the side of caution by providing you with the information we have.

First, we want to make it clear that the computer systems DO NOT contain highly sensitive information such as your Social Insurance Number, Driver's Licence, Credit Card or Debit Card numbers.

The information that was at risk included:

- For customers participating in the Pre-Authorized Withdrawal System (PAWS) for prepaying taxes: Information commonly found on a personal cheque, such as your name, address and the bank account number that you use for PAWS. We recommend that PAWS users contact their financial institutions for advice.
- For MyDistrict customers, your password and security question required to reset your password. The only recommendation at this time is that users of the MyDistrict online account system should log on and change the password and security question.

All of the online services have already been restored. The affected server was turned off and a new server was brought online on July 23. The District of Oak Bay takes data security very seriously. An independent security consultant has been hired to audit the breach, and ensure ongoing security. Residents will be notified if more information that raises concern becomes available. If the consultant does not find specific areas of concern, the information will be posted on our website.

If you have any questions you can email [fpimentel@oakbay.ca](mailto:fpimentel@oakbay.ca) or call 250-598-3311 from 8:30 am to 4:30 pm, Monday to Friday. We have implemented the protocols of the Office of the Information and Privacy Commissioner for BC in reaching out to inform you of this potential unauthorized access to personal information. If you have concerns about the manner in which this has been handled you have a right to request a review by the Information & Privacy Commissioner of BC.

Sincerely,

Fernando Pimentel  
Deputy Treasurer / IT Manager