

Dear Parents:

I am writing to you with important information about a recent security incident involving your personal information. Create Cord Bank (<https://www.createcordbank.com/>) became aware of this breach on 28 August 2020. Since then we have been investigating the incident and hardening our systems in response.

The only personal information involved was the e-mail address to which the spam e-mail was sent. No passwords or other personal, financial or health information were disclosed in this incident.

The incident began on or about 26 August 2020 and happened as follows:

- People who had previously sent e-mail to the Create Cord Bank general information e-mail address ([info\[at\]createcordbank\[dot\]com](mailto:info@createcordbank.com)) received unsolicited e-mails from a third party containing a link to an encrypted .zip file on an external site not associated with Create Cord Bank. The password for the .zip file was also in the e-mail.
- The e-mail appeared to come from the clinic but did not. The sending address had been altered to suggest that the e-mail came from someone other than the real sender.
- The issue was identified when a number of recipients complained to Create Cord Bank about the spam e-mail. About 200 e-mail addresses are believed to have been affected, including yours.

The specific contents of the .zip file are not known to Create Cord Bank. When we attempted to open it, it was blocked by our anti-malware software, which automatically deleted the file. We have not been able to open the .zip file. However, such attachments are often used to disguise malware.

However, it is possible that the attached encrypted .zip file may have contained malware that could have been activated when it was opened. If you did not open the .zip file, there is nothing you need to do at this time, other than deleting the spam e-mail and attachment. *If you opened the .zip file, you should delete it and any files it contained, and also scan your computer with anti-virus software as soon as possible.*

- If you use Windows 10, you can use the included Windows Bitdefender to scan your machine. Other anti-virus software is also available, including for older versions of Windows.
- If you use a Mac computer, there are a number of paid and free options available for download.
- Anti-virus software can be easily found with a Google search.

We take our role in safeguarding your personal information and using it in an appropriate manner very seriously. Please rest assured that we are doing everything we can to ensure that this situation is not repeated. As soon as Create Cord Bank became aware of the incident, we investigated and implemented additional security measures:

- All Create Cord Bank computers were scanned for malware; none was found.
- Because of the possibility of malware on the Create Cord Bank e-mail server, e-mail services were transferred to a new e-mail provider and server, and additional security measures were put in place on the new server.
- The original e-mail server was wiped of Create Cord Bank data.

With the measures we have implemented, we believe there is no risk of a repeat of this incident, and the risk of similar incidents has been greatly reduced. In addition, in keeping with our commitment to the protection of

personal information, we will be implementing a new e-mail protocol for messages containing personal or sensitive information. The new protocol will secure personal health information contained in electronic communications from us. More information about the new protocol will be provided on our website in due course.

Please note that under the *Personal Health Information Protection Act* you are entitled to register a complaint with the Office of the Information and Privacy Commissioner of Ontario with regard to this incident. We will be notifying the Commissioner's office as well. Complaints may be forwarded to the following:

Office of the Information and Privacy Commissioner
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
E-mail: info@ipc.on.ca
Toronto Area: 416-326-3333
Toll Free: 1-800-387-0073
TDD/TTY: 416-325-7539

Additional information is available on the Information and Privacy Commissioner's website at <https://www.ipc.on.ca/>.

Should you have any questions regarding this notice or if you would like more information, please do not hesitate to call us at 1-888-494-0003 during normal business hours. We very much regret any inconvenience this incident may have caused.

Sincerely,

Ayub Lulat PhD
Laboratory & Scientific Director

T: 416.813.4700
E: lulat@createcordbank.com