

Privacy Incident

On January 31, 2022, the Trustees were notified of a cyber breach incident involving Homewood Health in 2021 which may have affected members or their family members that accessed services through Homewood Health. Further information is available in the following **Notice to Members**, including a confidential phone number to call to check if your information was accessed as part of the cyber security breach. Homewood Health is providing credit monitoring to those affected by the breach.

Please note that the *Personal Health Information Protection Act* provides that a complaint may be made to the Information and Privacy Commissioner of Ontario (IPC) regarding this incident. Further information is available [here](#).



Member Notification - Cyber security incident at Homewood Health

January 31, 2022

We are writing to provide you with information regarding a cyber security incident involving our Member and Family Assistance Program services. Personal information of some individuals and their family members may have been accessed during this incident.

We want to assure you that this is a confidential service, and as such, your Trust nor your Employer does not and will not have access to any of your personal information.

If you or a family member has used our Member and Family Assistance Program services, you (or your family member) can find out if your information has been affected by calling our confidential inquiry line at 1-833-787-2862 or by submitting an inquiry using our online form. If the information of you or a family member has been affected, Homewood Health is offering identity and credit monitoring protection.

Protecting the confidentiality and privacy of your personal information has always been one of the cornerstones of Homewood Health's business. Homewood Health has taken a number of steps to protect your personal information.

- With the support of third-party cyber security and privacy experts, Homewood Health took immediate steps to contain the incident and has been working closely with these experts to support its investigation, assessment, and remediation efforts.
- Working closely with experts familiar with cyber-attacks, Homewood Health took steps to verify that data accessed was securely destroyed. Homewood Health also notified law enforcement and relevant privacy commissioners across Canada.
- Since taking these measures, there has been no evidence of any disclosure or misuse of this information. Based on efforts undertaken by Homewood Health and its third-party cyber security experts, it is believed such risk is low. Homewood Health will continue to monitor the situation closely.

Homewood Health remains committed to the highest standards of privacy and security, and has implemented additional measures, training, and monitoring to further strengthen our cyber security program.

We regret any distress that this incident may cause those who have used Homewood Health Member and Family Assistance Services. Based on our extensive work with external cyber security experts, we have confidence that appropriate security measures are in place, and we encourage individuals in need of Member and Family Assistance services to continue to access these supports as required.

Thank you.