



PRIVACY BREACH

WHAT IS A PRIVACY BREACH

A privacy breach occurs when there is unauthorized access, collection, use, disclosure or disposal of personal information. Such activity is “unauthorized” if it occurs in contravention of the [Access to Information and Protection of Privacy \(ATIPP\) Act, 2015](#).

The most common privacy breaches occur when the personal information of students or employees is mistakenly disclosed. For example sending an email, fax, or inter-office, regular or courier mail envelope, containing personal information, to the wrong recipients.

Other circumstances that could lead to a privacy breach include:

- Accessing student records where there is no college authorized reason to do so.
- Disclosing too much personal information such as saying “She is off sick with the flu” when “She is out of the office” will suffice.
- Willful breaches where personal information is accessed, used or disclosed for malicious purposes.

WHAT SHOULD I DO IF I SUSPECT A PRIVACY BREACH HAS OCCURRED?

You should take immediate action to contain the breach and start the Privacy Breach Incident Reporting protocol. To do this:

A. **Contain** the suspected breach, for example, by:

- Stopping the unauthorized practice.
- Attempting to recover all copies of the information that was breached.
- If the breach is unauthorized access to an IT Asset such as a computer, server or network, shutting down the affected assets and contacting IT support immediately.

Report the breach to your Supervisor and the Office of ATIPP at atipp@cna.nl.ca or (709) 649-7912 of the suspected breach. Avoid discussing the suspected breach with anyone who does not need the information to carry out their job duties. Do not delay in reporting a suspected privacy breach however, we appreciate as much detail as possible including:

- The type of personal information involved in the suspected privacy breach.
- The date and location of the suspected privacy breach.
- When the suspected privacy breach occurred and when it was discovered.
- How the suspected privacy breach was discovered and how it occurred.
- How many individuals may be impacted by the suspected privacy breach and who they are, such as students, employees or other third parties?

B. If we confirm a privacy breach has occurred, we will **Evaluate** the risks associated with the breach to determine the sensitivity of the information and any foreseeable harm to the individuals affected by the breach.

- What information has been breached?
- What is the foreseeable harm as the result of this breach?
- What caused the breach?
- How many individuals are affected by the breach?



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- C. We must **Notify** the Office of the Information and Privacy Commissioner of all conformed Privacy Breaches. We also notify the ATIPP Office of the Office of Public Engagement.

If there is a risk of significant harm to the individuals affected by the breach we must notify them. This notification must be given directly to the individual if possible.

- D. We will then continue with the college's privacy breach process to work to **Prevent** future breaches by:
- Identifying root causes and response actions.
 - Implementing response actions.
 - Verifying response actions have been completed

WHERE CAN I LEARN MORE ABOUT MY PRIVACY RIGHTS?

If you are concerned that your privacy rights or the privacy rights of another individual may have been breached, please contact the college's Office of ATIPP at atipp@cna.nl.ca or (709) 643-7912. The college will take immediate steps to confirm the breach and respond to this incident.

You may also contact the ATIPP Office at the Office of Public Engagement. They can be reached at:

Access to Information and Protection of Privacy Office

Office of Public Engagement

5th Floor, West Block, Confederation Building

P.O. Box 8700

St. John's, NL

A1B 4J6

Tel: (709) 729-7072 Fax: (709) 729 -2226 Toll Free: 1-877-895-8891

Website: <http://www.atipp.gov.nl.ca/>

Alternatively, you can also contact the [Office of the Information and Privacy Commissioner \(OIPC\)](#). The contact information for the OIPC is:

Office of the Information and Privacy Commissioner

P.O. Box 13004, Station A

St. John's, NL A1B 3V8

Telephone: (709) 729-6309 Fax: (709) 729-6500

Email: commissioner@oipc.nl.ca Website: <http://www.oipc.nl.ca/>