



## INCIDENT IMPACTING PERSONAL INFORMATION

Family Day Care Services (“Family Day”) is providing this notice as it has experienced an incident involving personal information of its clients and personnel. If you were a client or personnel of Family Day between 2012 – April 2023 you may have been affected by this incident.

On April 14, 2023, an unauthorized third party gained access to and encrypted certain Family Day servers. Immediately upon becoming aware of the incident, our IT personnel commenced a robust investigation with the assistance of leading cyber security forensic experts, and we have taken steps to further secure all systems to help prevent a similar occurrence. Family Day was able to restore its critical servers from backups.

Based on our investigation, we have reason to believe that the unauthorized third party may have accessed and taken certain personal information from the impacted servers. The affected personal information varied by individual.

For clients, the impacted information may have included: parent/guardian name, residential address, postal code, phone number, email address, bank account number, images of void cheques, your child’s first name and last name, your child’s age, your child’s date of birth, your child’s attendance records and sick days, daycare fees, and any other information that you may have provided to Family Day. For clarity, Family Day does not hold all of this personal information regarding each of its clients.

For personnel (e.g. Family Day staff or care workers), the impacted information may have included: residential address, postal code, phone number, email address, payroll information, vaccination status, background check information, employee ID, social insurance number, immunization records, certain medical information (e.g. x-ray result, bloodwork results) and any other information provided to Family Day. For clarity, Family Day does not hold all of this personal information regarding each of its personnel.

We are not aware of any actual harm to affected individuals as a result of this incident. However, as a precautionary measure, we ask that you remain vigilant of potential phishing attempts, including being cautious of any unsolicited communications that ask you to provide your personal information electronically. We also encourage you to avoid clicking on links or downloading attachments from suspicious emails.

You can find out if you may have been affected by contacting [privacybreach@familydaycare.com](mailto:privacybreach@familydaycare.com).

We sincerely regret that this incident occurred and regret any distress that this incident may cause.