



Website Notice – Brentwood Recovery Home

Notice of Data Security Incident

On January 25, 2024, we became aware that an unauthorized third party gained access to an employee's email account and subsequently accessed certain emails. In response, we immediately disabled the compromised account, conducted a password reset and engaged our IT service provider to launch an investigation, which included a thorough review of the compromised account.

The investigation determined that certain personal information relating to individuals who were our clients between June 2021 and January 25, 2024 may have been available to the unauthorized third party. This includes some or all of the following information relating to individuals': Diagnosis/ Clinical Information, Treatment Location.

There is no evidence that all of the information listed above was potentially accessed for each individual. Nonetheless, it is out of an abundance of caution that we are notifying all clients whose information was stored in the compromised account at the time of the incident. We have also reported this incident to the office of the Information and Privacy Commissioner of Ontario ("IPC").

To better protect your personal information, we recommend you follow the following steps:

- We encourage you to always remain vigilant regarding threats of identity theft or fraud by engaging in the following best practices:
- If you receive emails, telephone calls or text messages asking for your financial or any other personal information you were not expecting, particularly if they purport to be from Brentwood, please consider such communications to be fraudulent and contact us immediately to verify their authenticity.
- Never respond to unsolicited requests for your financial information and be careful when sharing your personal information unsolicited, whether by phone, email or on a website.
- Avoid clicking on links or downloading attachments in suspicious emails.

Please know that protecting the personal health information of our clients is a top priority for us at Brentwood Recovery Home. In addition to contacting our Privacy Officer and Issues Management Specialist at the details listed below, clients have the right to file a complaint regarding this incident with the IPC. For more information on filing a complaint with the IPC, please visit www.ipc.on.ca/privacy-individuals/filing-a-privacy-complaint/.

We value the trust of our clients and regret any concern this incident may have caused. We are committed to further improving our security and will continue to dedicate our efforts to prevent this from happening again in the future. Thank you for your understanding, and please do not hesitate to contact Ian Owen Privacy Officer and Issues Management Specialist at iowen@brentwoodrecovery.com or 519-253-2441 x 207 if you have any questions or concerns.