

IMPORTANT INFORMATION

FROM

COLLEGE OF PHYSICIANS AND SURGEONS
OF MANITOBA

PLEASE ENSURE THAT THE
ATTACHED INFORMATION IS
SHARED WITH ALL
PHYSICIANS AT THIS NUMBER



1000 – 1661 PORTAGE AVENUE, WINNIPEG, MANITOBA R3J 3T7
TEL: (204) 774-4344 FAX: (204) 774-0750
WEBSITE: www.cpsm.mb.ca

October 11, 2010

Dear Doctor:

We regret to inform you that a potential information breach occurred on the College's website after an on-line attack resulted in unauthorized access to the password protected section. We sincerely apologize for this potential breach of your privacy and any harm it may cause you. It is important to note that while there is no evidence that any personal or financial information has been used inappropriately, we are acting out of an abundance of caution because the potential for release is there.

Following some irregular activity, including significant crashes and data deletion, a security audit of our website was undertaken. On September 29, 2010 the audit report informed us that a September 11, 2010 incident and prior activity on the site provided access and the ability to copy/store some personal information. Information that may have been accessed includes:

- Credit card numbers and expiry dates for physicians who registered online from 2006 to present;
- Limited aspects of your personal health information;
- Any undertaking you provided the College and conditions on your licence;
- Limited information regarding any complaints filed against you since April 2008. The information includes the name of the patient, the person complaining - if someone other than the patient - and the general nature of the complaint (misdiagnosis, breach of trust etc.);
- Your mailing addresses, phone numbers and CMPA number.

In the coming days, you can expect to receive follow-up communication from the College respecting your personal information that may have been accessed.

CPSM retained the services of an external security consultant to investigate the incident, audit existing security protocols and make recommendations to tighten security. Already, we are acting upon the audit recommendations. For instance, we removed all private information from the website and will not restore it or re-activate the password protected area until the CPSM and its members have been assured that satisfactory security protocols are in place and tested by an independent third party.

In addition, CPSM has contacted law enforcement agencies, appropriate credit card processors and the Provincial Ombudsman, in her role as privacy commissioner.

We urge you to be vigilant about any unusual activity on your credit card. In fact, you may wish to alert your financial institution or, if you have concerns about the possibility of identity theft, contact either Equifax (1-800-465-7166 or equifax.com) or TransUnion (1-800-663-9980 or transunion.com), both credit rating agencies. The College has established a dedicated phone line (204.788.8004) to allow you to leave recorded messages should you have further questions. We will endeavour to get back to you as quickly as possible in the circumstances.

Again, the College sincerely apologizes for this incident and for any inconvenience that this potential breach may cause you. We want to assure you that we are taking all the necessary steps to ensure this sort of thing does not happen again.

Sincerely,

Dr. William Pope
Registrar