



November 23, 2018

Important Notice: Inadvertent disclosure of basic personal information

On November 13, 2018, the Royal College learned that basic personal information for some members and residents was accessible on the internet for a period of time. The data has since been completely removed from the internet. We sincerely regret any inconvenience or concerns that this situation may have created for our impacted members and residents.

Partnering with external experts to investigate and resolve the situation

Following the discovery, we engaged the services of external online security experts to examine the situation. We have no reason to believe that there was any malicious intent that led to the information being available on the internet.

Note: User information in MAINPORT ePortfolio or Resident ePortfolio (Including individual assessments) is secure and not part of this incident. MAINPORT users should feel comfortable entering MOC credits into the system.

Steps taken, future precautions

Disclosed data could have included one or a combination of name, address, email, date of birth, Royal College ID and invoice information. No banking, credit card or assessment information was disclosed.

After a thorough search, our security experts are reasonably certain that there was very limited activity with respect to the accessible information.

We will continue to work with our own Information Technology team and external experts to complete the investigation and to implement enhanced procedural safeguards when dealing with personal information. In addition, we will perform security assessments on the impacted applications and systems.

Our sincere apologies

Once the investigation is completed (target completion of December 12, 2018), we will reach out individually to impacted Fellows and residents. Meanwhile, please know that all information has been removed from the internet.

The Royal College sincerely regrets the inadvertent disclosure of this personal information. We take the privacy, security and safety of our members' personal information very seriously. I assure you that we are taking every reasonable step to protect against such an occurrence in the future.

We will continue to update you as we learn more. Meanwhile, should you have any questions or concerns, please contact our privacy officer at privacy@royalcollege.ca.

Sincerely,

Andrew Padmos, BA, MD, FRCPC, FACP, FRCP
Chief Executive Officer — Directeur général

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