

Report a privacy breach

Version 1

Published 10/5/2021 by [Jennifer Kim](#) Last updated 10/5/2021 6:14 PM by [Jennifer Kim](#)

What is a privacy breach?

A privacy breach occurs when personal information is collected, retained, used or disclosed in ways that are not in accordance with Seneca's privacy policies and applicable privacy legislation. Among the most common breaches of privacy is the unauthorized disclosure of personal information. For example:

- A file containing identifiable personal data is lost/misplaced
- An unencrypted device is stolen
- An email or letter is sent to an incorrect recipient

Contact us as soon as possible

A suspected or confirmed breach of personal information must be reported immediately to your supervisor, who should then contact the Seneca Privacy Office. If a Seneca computer and/or email/My.Seneca account have been compromised, immediately contact the Service Desk and change your password.

If a supervisor is unavailable, the individual shall contact the Privacy Office directly to report the potential privacy breach.

- Privacy Office telephone: (416) 491-5050 x77846
- Privacy Office email: privacyoffice@senecacollege.ca

Report the facts

When contacting the Privacy Office be prepared to answer the following questions:

- What was the date of the incident?
- Where did the incident occur?
- What is the nature of the personal information (i.e. social insurance number, financial data, personal health information)?
- When was the incident discovered?

- What was the sequence of events?
- Has the incident been contained (or is it continuing to occur)?

The Privacy Officer will review and assess all relevant facts to determine if a privacy breach has occurred.

The Privacy Office will investigate

The Privacy Office will conduct an internal investigation to:

- Ensure the immediate requirements of containment and notification have been addressed;
- Review the circumstances surrounding the breach and identify and rectify the root cause; and
- Review the adequacy of the existing policies and procedures in protecting personal information.

It is extremely important that privacy incidents be reported to the Privacy Office in a timely manner in order for Seneca to meet legislated time frames for notification to impacted individuals, and privacy regulators (as required).

tags : privacy, privacy-office, report-a-privacy-breach