

Reference No. 2021-02

Date: February 19, 2021

**TO: All Pension Administration Contact Persons at
Contributing Member Organizations**

RE: Nova Scotia Health Employees' Pension Plan – Secure email communication system breach

In our last bulletin dated February 12, 2021, we informed you that Accellion, our third-party secure email vendor, had experienced a privacy breach. We wanted to provide you with an update on this situation.

As we previously mentioned, once we discovered this incident, NSHEPP immediately shut down the Accellion Server, implemented a temporary secure file sharing structure using SharePoint, and engaged a third party to assist NSHEPP through this process, including conducting an investigation of the incident.

Accellion's investigation has found that potential access to the server occurred between the period of November 25, 2020 and January 25, 2021. The type of personal data stored included:

- Name;
- Address;
- Date of birth;
- Social insurance number;
- Salary;
- NSHEPP administrative information such as identifier numbers, date of hire, date of termination, date of retirement; and
- Other similar information related to the administration of members, deferred participants and pensioners within the Plan.

After further investigation, Accellion has advised that it does not know if any NSHEPP member information has actually been accessed or copied. Out of an abundance of caution, we are working on the assumption that all data stored during this period was potentially accessed.

We continue to work hard to ensure our members' data is protected and we will continue to provide you with timely and accurate updates. We plan to mail all members directly with the details shared here coming out of our investigation, as well as to inform them of next steps. We are in the process of firming up the details around the following next items:

- Contracting with Equifax to provide one year of credit monitoring and fraud protection in case data was compromised and third parties fraudulently try to use peoples' personal data.
- Next week, letters will be sent to all members to explain this incident and provide them with the details to register with Equifax.
- Taking extra steps to validate identities with all interactions with the pension plan.
- Rolling out NSHEPP's two factor authentication for secure email.

The privacy and security of our members continues to be of the utmost importance and we sincerely apologize for this situation.

If you have any further questions or concerns, please contact us at 902-832-8500 or, if calling long distance, at 1-866-400-4400 (Toll Free) or by email at nsheppinfo@nshepp.ca. We will also provide the current and any new relevant information at www.nshepp.ca.