

## Website FAQ

### What happened?

NSHEPP recently became aware of a security issue with our third-party email vendor Accellion and we acted immediately to protect our systems and limit further exposure. We had an in-depth investigation conducted and have been in close communication with Accellion to better understand what information was breached.

We learned that between November 25, 2020 and January 25, 2021 that it was possible for data on the server to be accessed. The type of data stored on the server includes names, addresses, dates of birth, social insurance numbers, salaries, identifier numbers, dates of hire, dates of termination, and dates of retirement. We don't know yet if any data was accessed, but we are working on the basis it could have happened.

### Should I be concerned?

We apologize to our members and employers for any concern this incident may cause you.

As soon as we became aware of the incident, we acted immediately to protect your personal information by shutting down the server and implementing a new secure file transfer process.

While no personal information appears to have been accessed or copied, we are taking steps out of an abundance of caution to further protect your information, including contracting with Equifax for credit check protection and strengthening our information security processes and features.

### What should I do now?

NSHEPP is contracting with Equifax for credit monitoring to provide one year of credit monitoring and fraud protection in case data was indeed compromised and third parties fraudulently try to use your personal data.

Members will be sent individual letters explaining how to sign up for the Equifax service.

### What other steps is NSHEPP taking to protect my information?

We have strengthened our identity validation process and we are continuing the planned update of our software systems, which includes more rigorous security features such as two-factor authentication.

### Will you keep us informed as new information comes to light?

Yes. Current information and future updates can be found on this page.

### Who do I contact for more information?

Should you have additional questions at this time, please contact us at 1-866-349-3177 (toll free) or by email at [nsheppinfo@nshepp.ca](mailto:nsheppinfo@nshepp.ca) or visit our website at [www.nshepp.ca](http://www.nshepp.ca) for the latest information.