

Ref: 292-30/EDU-2014-00084

The Teacher Regulation Branch (TRB) had been using an email service provider for bulk emails. In August 2013, it was discovered that the provider had maintained their 'unsubscribe' list on an American server.

**Company Name:** Kinetix Media Communications

**Company Location:** Canada

**Server Location:** US

**Data:** The server retained the First Name, Last Name and Email of people who had unsubscribed from one or more TRB mailing lists.

**System use:** The US server was used by Kinetix to store the list of people who had unsubscribed from the TRB's bulk email. The email system itself, as well as the emails that were sent, were housed within Canada; it was only the unsubscribe list that was on an American server.

**Contract ID:** No contract ID.

**Outcome:** In August 2013, the issue was discovered and rectified by changing the email server provider to one that restricted their data operations to Canada; the contract was rewritten to include a stipulation that information could not be stored outside of Canada.