

OOP FOI PREM:EX

From: Howlett, Tim GCPE:EX
Sent: December 17, 2019 10:32 AM
To: Aaron, Sage PREM:EX; Hockin, Amber PREM:EX; Holmwood, Jen PREM:EX
Subject: LifeLabs statement
Attachments: Media Statement Dec 17 2019 10am .docx; ATT00001.htm

Attached and below is revised statement on LifeLabs following input from Dix.

s.13

Background:

- LifeLabs says there is no evidence British Columbians' lab test results were impacted.
- The breached data in B.C. includes patient names, addresses, province of residence, postal codes, practitioner names, personal health numbers, gender and dates of birth.

- British Columbians who have had tests done at LifeLabs are encouraged to contact LifeLabs by visiting www.customernotice.lifelabs.com or calling 1-888-918-0467.
- LifeLabs is a private company responsible for conducting approximately 34% of B.C. lab testing services.

Sent from my iPhone

Begin forwarded message:

From: "Marriott, Sarah GCPE:EX" <Sarah.Marriott@gov.bc.ca>
Date: December 17, 2019 at 10:29:01 AM PST
To: "Howlett, Tim GCPE:EX" <Tim.Howlett@gov.bc.ca>
Subject: FW: MORE UPDATES

From: Prevost, Jean-Marc GCPE:EX <Jean-Marc.Prevost@gov.bc.ca>
Sent: December 17, 2019 10:12 AM
To: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Subject: MORE UPDATES
Importance: High

I have modified the statement based on our discussions.

J M P

Desk: 236-478-0302
Cell: 250-886-2154

From: Prevost, Jean-Marc GCPE:EX
Sent: December 17, 2019 9:56 AM
To: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Subject: UPDATES
Importance: High

Government and OIPC statements attached.

(You may receive these from Holly as well).

Plan was to respond with statements only – **no spokesperson.**

Also I have a new version of the KM doc and Q & A for your review.

J M P

From: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Sent: December 17, 2019 9:39 AM
To: Prevost, Jean-Marc GCPE:EX <Jean-Marc.Prevost@gov.bc.ca>
Subject: Re: rundown today

Minister would like to see the privacy commission NR and our statment.

Sent from my iPhone

On Dec 17, 2019, at 9:31 AM, Prevost, Jean-Marc GCPE:EX <Jean-Marc.Prevost@gov.bc.ca> wrote:

At 10 a.m. at a new conference in Ontario LL will announce they were a victim of a cyber attack
They will confirm they have hired world-leading cyber security firms to assist them in responding
They will confirm they paid money to re-secure breached data

They will announce a website and call-in number for LL customers to get free credit monitoring and fraud-insurance

At 10:10 the BC's privacy commission will issue a news release announcing his investigation into the incident

The governments of Ontario and British Columbia plan to provide statements to media when asked (no plans for proactive statements).

<image001.png>

Jean-Marc Prevost
COMMUNICATIONS DIRECTOR
Desk: 236-478-0302
Cell: 250-886-2154

Background:

- LifeLabs says there is no evidence British Columbians' lab test results were impacted.
- The breached data in B.C. includes patient names, addresses, province of residence, postal codes, practitioner names, personal health numbers, gender and dates of birth.
- British Columbians who have had tests done at LifeLabs are encouraged to contact LifeLabs by visiting www.customernotice.lifelabs.com or calling 1-888-918-0467.
- LifeLabs is a private company responsible for conducting approximately 34% of B.C. lab testing services.

OOP FOI PREM:EX

From: Howlett, Tim GCPE:EX
Sent: December 17, 2019 2:16 PM
To: Hockin, Amber PREM:EX
Subject: LifeLabs Background for 4pm meeting
Attachments: Background.docx

Info and relevant QAs attached.

Top line is that Govt will assist with OIPC investigation and looks forward to recommendations and lessons that can be drawn.

Cybersecurity is a growing challenge – Govt contracts include undertakings from providers that they will protect private data (private companies are also obliged to do so under BC's Personal Information Protection Act)

Life Labs - Background:

- On December 17, it was announced that LifeLabs experienced a significant data breach stemming from a cyber-security incident.
- The breached data included patient names, addresses, province of residence, postal codes, practitioner names, personal health numbers, gender and dates of birth.
- LifeLabs says their investigation has revealed no evidence British Columbians' lab test results were impacted (lab test results from 85,000 Ontario customers were taken).
- Government and health authority systems were not impacted.
- LifeLabs is providing all customers access to free identity theft insurance and monitoring and has implemented additional safeguards to further secure their networks.
- BC is pursuing formal assurances and documentation from LifeLabs to ensure that they are taking adequate security measures to prevent this from re-occurring.
- The Privacy Commissioners are investigating LifeLabs.
- Cyber-attacks have become common events. There are 308 million unauthorized access attempts on B.C. government networks daily – that's 3,565 per second.
- The number of attempts on government has increased from 240 million per day since last year – an increase of more than 28%.

1. Are you re-evaluating your relationship with Lifelabs?

- We are pursuing formal assurances and documentation from LifeLabs that they have taken adequate security measures to prevent this from re-occurring.
- Next steps for this incident will be determined based on our agreement with LifeLabs.

2. The Ministry of Health holds a service agreement with LifeLabs – what protections are in place when data is in the custody of a contractor or service provider?

- Government's contract with LifeLabs, which includes the privacy terms to which LifeLabs must adhere, sets a robust standard for LifeLabs to meet with respect to privacy and security.

3. What does the Ministry do to enforce these protections/policies with service providers?

- Service agreements are drafted that include both a privacy protection schedule and a security schedule that set out the legal requirements that the contractor must abide by.
- Expectations that service providers must meet the terms set out in their agreements are clearly communicated both in the agreement and verbally.

- Service providers who manage personal information are also required to take privacy training as an added measure to ensure this requirement is fully understood.
- If any evidence is received that a service provider is non-compliant with any terms of their agreement, the service provider must then conduct an investigation or cooperate with government's investigation, depending on the circumstances.
- We are pursuing formal assurances and documentation from LifeLabs that they have taken adequate security measures to prevent this from re-occurring.
- Next steps for this incident will be determined based on our agreement with LifeLabs.

4. How do the Freedom of Information and Protection of Privacy Act (FOIPPA) and Personal Information Protection Act (PIPA) legislation apply in this case?

- Government and the rest of the public sector are subject to FOIPPA, whereas private sector organizations are subject to PIPA.
- Government's contract with LifeLabs, which includes the privacy terms to which LifeLabs must adhere, sets a robust standard for LifeLabs to meet with respect to privacy and security.

5. The Information and Privacy Commissioner has called for changes to the *Personal Information Privacy Act*. Why hasn't the Province acted?

- PIPA applies to over 300,000 private organizations so any changes must be carefully considered to ensure the intended result is achieved.
- We have received recommendations from the Office of the Information and Privacy Commissioner, past Special Committees, advocacy groups and the public.
- This feedback will help inform any future legislative or policy changes to improve the way organizations protect personal information.

6. What does government do to protect the personal information they are entrusted to protect?

- Government has security controls to protect networks, systems and data - with systems monitoring 24 hours per day, seven days a week.
- We regularly upgrade security measures to protect government users from threats like malicious emails and websites.
- B.C. is the only province with a centralized team of highly trained information incident investigators to address any government privacy breaches thoroughly using an established and effective incident management process.
- The incident response team is mobilized to react to any incidents that occur and they lead ministries through the containment of any threats and the mitigation of associated risks and harms.

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OOP FOI PREM:EX

From: LeGuilloux, Marg GCPE:EX
Sent: December 17, 2019 10:42 AM
To: Aaron, Sage PREM:EX
Subject: FW: LifeLabs NR is out

FYI.

Marg LeGuilloux

Executive Director
Communications - Social Ministries
GCPE
778-584-1259

From: Prevost, Jean-Marc GCPE:EX
Sent: December 17, 2019 10:33 AM
To: LeGuilloux, Marg GCPE:EX
Subject: LifeLabs NR is out

LifeLabs NR is out

J M P

Desk: 236-478-0302
Cell: 250-886-2154

From: Marriott, Sarah GCPE:EX <Sarah.Marriott@gov.bc.ca>
Sent: December 17, 2019 10:29 AM
To: Prevost, Jean-Marc GCPE:EX <Jean-Marc.Prevost@gov.bc.ca>; Rongve, Ian HLTH:EX <Ian.Rongve@gov.bc.ca>
Subject: FYI - LL website live w/ open letter

Just FYI – below from CITZ

And online: <https://www.newswire.ca/news-releases/lifelabs-releases-open-letter-to-customers-following-cyber-attack-889534499.html>

From: Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>
Sent: December 17, 2019 10:21 AM
To: Carroll, Scott CITZ:EX <Scott.Carroll@gov.bc.ca>; Donaldson, Ian R CITZ:EX <Ian.Donaldson@gov.bc.ca>
Cc: Marriott, Sarah GCPE:EX <Sarah.Marriott@gov.bc.ca>; Pridmore, Kerry CITZ:EX <Kerry.Pridmore@gov.bc.ca>; Lauvaas, Kirsten GCPE:EX <Kirsten.Lauvaas@gov.bc.ca>; Reed, Matt CITZ:EX <Matt.Reed@gov.bc.ca>
Subject: RE: FOR REVIEW: LL KM Q A Dec 16 6pm

Their website is live:
<https://www.customernotice.lifelabs.com>
or
<https://customernotice.lifelabs.com/>

Here's the text:

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