



Notice of Cybersecurity Incident

The Municipality of North Perth (the “Municipality”, “we”, “us,” or “our”) takes privacy and security of personal information in our care seriously. This notice is to inform individuals who participated in municipal programs (e.g., recreational programs, swimming lessons, first aid courses, etc.) and/or had a marriage licence issued by the municipality between 2005-2024 in North Perth of a cybersecurity incident that may affect certain individuals’ personal information.

What Happened?

On November 25, 2025, we discovered that an unauthorized third-party gained access to our network. Once detected, we undertook steps to contain the incident and secure our environment, including taking systems offline and resetting passwords, to prevent any further unauthorized activity. Fortunately, we were able to recover our affected systems quickly with minimal impact to operations.

We also engaged third-party cybersecurity experts to (a) ensure the unauthorized third-party was removed from the Municipality’s IT environment; and (b) to conduct a forensic investigation to determine whether any personal or otherwise sensitive information was impacted. Following the completion of the forensic investigation, we worked with external legal counsel to identify which individuals were impacted and the types of personal information involved.

We have also reported this incident to law enforcement and are cooperating with their investigation into this matter.

What Information Was Impacted?

Unfortunately, our investigation revealed that certain data we hold was impacted by the incident.

We have notified the majority of individuals whose personal information was affected by this incident directly by mail. However, we were unable to obtain sufficient contact information for a limited number of individuals who were impacted through their participation in municipal programs (e.g., recreational programs, swimming lessons, first aid courses, etc.) and/or had a marriage licence issued by the municipality between 2005 and 2024.

For these individuals, the following types of personal information may have been impacted: name, address, date of birth, health information (e.g., allergies, special needs, etc.).

We understand that this may cause concern and want to assure you that we are not aware of any personal information being misused as a result of this incident, such as for the purposes of identity theft and/or fraud.

What is the Municipality Doing?

Working with third-party cybersecurity experts, we have implemented enhanced measures to better prevent an incident of this nature from reoccurring. We will implement additional measures, as needed.

Furthermore, we have reported this incident to Ontario's Information and Privacy Commissioner, as a courtesy, and will cooperate with their investigation into this matter, if any.

What Should You Do?

While we have no evidence that any personal information has been misused for any fraudulent purposes, we recommend remaining vigilant against common threats of fraud and identity theft by taking the following steps to protect yourself and your information:

- If at any time you believe you have been the victim of fraud or identity theft, contact your local law enforcement agency and file a police report.
- Remain vigilant of any phishing or spoofing attempts. Spoofing is an impersonation tactic used in phishing campaigns to deceive individuals into thinking that a communication, either a letter, text or email, came from a trusted source and to leverage that to obtain further information or defraud the recipient.
- Avoid clicking on links or downloading attachments from suspicious emails or text messages.

Additional tips and resources for protecting your identity are available at:
https://www.priv.gc.ca/en/privacy-topics/identities/identity-theft/guide_idt/.

For More Information

We apologize for any inconvenience or concern this incident may have caused you. If you have questions regarding this incident, please contact our dedicated call centre at **1-833-811-1472**.

Sincerely,

The Municipality of North Perth