



Government of Canada
Privy Council Office

Gouvernement du Canada
Bureau du Conseil privé

CONFIDENTIAL

To : Michael Wernick
Pour : Michael Wernick
Date : May 18, 2017
Subject :
Objet :

CYBER INCIDENT AT BELL CANADA

MEMORANDUM FOR THE PRIME MINISTER

From : David Vigneault
De : David Vigneault

Co-signed by: John E.G. Hannaforde

.....Martin Green

Via : Daniel Jean
MAY 23 2017

C.C.:

Consultation with: BIT FDP IAS SAMS SI Other _____

Your Signature
Votre Signature

Information

For Decision
Pour décision

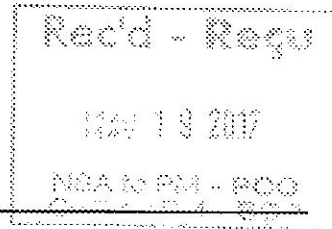
Material for the P.M.
Documents pour le P.M.

Note and return
Noter et retourner

Note and file
Noter et classer

00126

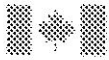
WebCIMS: 2017-NSA-PM-00122
InfoXpress: 1844866



Drafting Officer : Chan/Rogers/to
Rédacteur :

s.19(1)





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MEMORANDUM FOR THE PRIME MINISTER

c.c.: Michael Wernick

CYBER INCIDENT AT BELL CANADA

(Information only)

SUMMARY

- This note provides an overview of a recent cyber incident at Bell and its current status, including engagement with the federal government.
- On May 15, 2017, Bell Canada released a media statement indicating it was a victim of a data breach impacting 1.9 million customer email addresses and 1,700 names and phone numbers (**TAB A**). Bell stated that the incident was not connected to the recent WannaCry ransomware attacks, and that there was no indication that any financial, password or sensitive personal information was accessed. The statement indicated Bell has engaged the Office of the Privacy Commissioner and the Royal Canadian Mounted Police (RCMP).

- [Redacted]
- [Redacted]

[Redacted] Media reported that the data posted online appeared to be contact information of 150 Bell contractors and employees, as well as email addresses of Bell's customers.

- On May 16, 2017, Bell began notifying impacted customers and recommended precautionary measures to prevent fraud and malware infections. Under current privacy laws, Bell is not legally required to notify affected customers or the Privacy Commissioner of the data breach, but longstanding best practice guidelines and mandatory breach reporting requirements, to take effect in late 2017, were probable factors for Bell's proactive disclosure. As the Privacy Commissioner seeks to more fully carry out his investigative and compliance powers, data breach reporting and discussions about data security are expected to take place with greater frequency, transparency and awareness.

- [Redacted]
- [Redacted]

Attachment
Chan/Rogers/to
Canada

[Redacted]
Daniel Jean

s.16(1)
s.19(1)
s.20(1)(b.1)

TAB | **A**
Onglet



News releases

Bell Canada statement about illegal access of customer information

MONTREAL, May 15, 2017 /CNW Telbec/ - Bell Canada today announced the illegal access of Bell customer information by an anonymous hacker. Bell has determined that the information obtained contains email addresses, customer names and/or telephone numbers.

There is no indication that any financial, password or other sensitive personal information was accessed. This incident is not connected to the recent global WannaCry malware attacks.

The illegally accessed information contains approximately 1.9 million active email addresses and approximately 1,700 names and active phone numbers.

We apologize to Bell customers for this situation and are contacting those affected directly.

Bell took immediate steps to secure affected systems. The company has been working closely with the RCMP cyber crime unit in its investigation and has informed the Office of the Privacy Commissioner.

To learn more about how to protect your personal information, please visit Bell's security and fraud prevention resources on Bell.ca. Please note that Bell will never ask customers for credit card or other personal information by e-mail.

Bell continues to work together with government, law enforcement agencies and the technology industry to combat the growth of hacking and other cyber crimes. For more information about cyber crime prevention and how to protect your data, please visit the RCMP web site at www.rcmp-grc.gc.ca and the federal government's cyber safety web site at <http://www.getcybersafe.gc.ca>.

About Bell

Bell is Canada's largest communications company, providing consumers and business customers with wireless, TV, Internet, home phone and business communications services. Bell Media is Canada's premier multimedia company with leading assets in television, radio, out of home, and digital media. For more information, please visit Bell.ca.

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