



centre street church  
christ at the centre  
cchurch.ca

October 22, 2020

#### RE: Centre Street Church Privacy Breach Notification

Centre Street Church ("CSC") is writing to inform you that our church was the victim of a cyber-security (ransomware) attack that may have affected your personal information. While we have no evidence that your personal information was accessed or copied, out of an abundance of caution we are providing you with this notice so you can better understand what happened.

These kinds of ransomware and other cyber-attacks are becoming more commonplace and CSC takes the privacy and security of your personal information very seriously. We want to let you know what we are doing to keep your information safe.

#### **What happened?**

On June 13, 2020, an unknown attacker broke into two of CSC's servers and encrypted the contents, rendering them unusable. This ransomware attack locked us out of two of our servers by encrypting (scrambling) the information on them and demanded that we pay to gain access to it. Rather than paying the ransom, CSC reported the incident to the authorities and restored these servers from backup copies. The targeted servers contained personal information about CSC congregants and staff.

CSC reported this incident to the Calgary Police Service (CPS) and the Office of the Information and Privacy Commissioner of Alberta and retained the services of privacy and security specialists to help respond to this incident.

#### **What information was involved?**

CSC performed a detailed investigation into all the personal information present on the affected servers and, though there was no evidence that information on these servers was accessed or copied by the attackers, CSC is notifying everyone whose personal information may have been accessible when the machines were attacked. The following personal information may have been accessible from the affected systems:

- **General personal information**, including name and contact information (email, mailing address, telephone number). General personal information would apply to most individuals. In some cases, this may also include more detailed information such as gender, date of birth, photo, and information about family members (children and spouses).
- **Donor-related information**, including donation amounts, dates, and in limited cases, scanned banking information, i.e. cheques or hand-written credit card numbers. **(Please note that bank account or credit card numbers from online giving was not involved in this incident).**
- For current or past employees, **staff and human resources information**, including date of birth, SIN, employment details, payroll (including bank account information) and benefits information.
- **Operational or ministry information**, this may include ministry-related information such as library borrowing history, children/youth ministry information (such as attendance records), emails, information associated with specific mission trips, such as scans of passports and Alberta Health Care numbers, and volunteer information (such as reference checks, skills information).

### What information was not affected?

Credit card information supplied via online giving (via tithe.ly or Fellowship 1) was not affected by this incident. Nor were registrations on Eventbrite for any events including in-person worship services.

### What are we doing?

After we discovered this incident CSC immediately took steps to halt the attack by taking the impacted machines offline, reporting the incident to the Calgary Police Services and engaging cyber-security and privacy experts. After consultation with these experts, we determined we could not communicate the attack with you until we completed an extensive personal information audit to better understand what may have happened and what information could have been potentially accessed.

CSC undertook a detailed assessment of all personal information stored on the affected machines and deployed significant investigative IT resources to this priority. The comprehensive work was completed in October of 2020. Our response team found no evidence that personal information was accessed during the incident. All we know for certain is that our data was encrypted by the attacker. We then filed a report with the Office of the Information and Privacy Commissioner of Alberta and we allocated the resources required to individually notify all affected individuals without delay.

CSC has created an incident response team so we are able to answer any questions you may have. We are making security updates to better protect all personal information and to improve our ability to detect and respond to cyber incidents in the future.

### What can you do?

CSC has made guides available at [cschurch.ca/cybersafety](https://cschurch.ca/cybersafety) as a source of information to help you protect your digital information from the most common forms of cyber-attacks: attacks against passwords, identity theft, and fraud. As well, it is always wise to be watchful for unusual or unexpected emails or unexplained charges on your credit card or bank statements.

If you ever believe you have been the victim of financial fraud or have reason to believe your financial information is being misused, we urge you to immediately contact the police to file a police report and contact your bank.

Most importantly, please join us in prayer. Please pray for the attackers, in Mathew 3:44 we read "Love your enemies and pray for those who persecute you." Let us also pray that God would protect our church and bless us as we pursue the mission that He has called us to.

### Who can I contact for more information?

We want you to be able to connect with us if you have questions and concerns about this incident. We invite you to join us for an open house on **Thursday, November 5, and Thursday, November 12, at 7 p.m. at Central Campus or via Zoom**. Please register to attend in person or online at [cschurch.ca/cybersafety](https://cschurch.ca/cybersafety). Alternatively, you can contact our privacy officer at [privacy@cschurch.ca](mailto:privacy@cschurch.ca)

Once again, there is currently no evidence that your personal information was accessed as a result of this incident. Out of an abundance of caution, we want to notify you of this attack so that you are able to assess the situation and take any precautionary steps that you deem necessary.

Sincerely,



Gentry Stickel  
Executive Pastor, Privacy Officer