



Statement from Office of the Information and Privacy Commissioner of Saskatchewan on LifeLabs Privacy Breach

The office of the Commissioner is investigating a cyberattack affecting health care information of millions of customers in Canada and approximately 93,000 residents in Saskatchewan

Thursday, December 19, 2019 – The Office of the Information and Privacy Commissioner of Saskatchewan (IPC) is undertaking an investigation into a cyberattack on the computer systems of Canadian laboratory testing company LifeLabs. The office is working closely with the Information and Privacy Commissioner of British Columbia and the Information and Privacy Commissioner of Ontario who are also undertaking investigations.

LifeLabs is Canada's largest provider of general diagnostic and specialty laboratory testing services. The company has four core divisions – LifeLabs, LifeLabs Genetics, Rocky Mountain Analytical, and Excelleris.

On December 13, 2019, LifeLabs reported a cyberattack on their computer systems to the IPC. On December 17, 2019, they confirmed they were the subject of an attack affecting the personal information of millions of customers, in Ontario, British Columbia and Saskatchewan. They told us that the affected systems contain information of approximately 15 million LifeLab customers across Canada, including name, address, email, customer logins and passwords, health card numbers, and lab tests.

The IPC investigation will, among other things, examine the scope of the breach, the circumstances leading to it, and what, if any, measures LifeLabs could have taken to prevent and contain the breach. My office will also investigate ways LifeLabs can help ensure the future security of personal information and avoid further attacks.

If you have visited a LifeLabs for a test or received a test/service from LifeLabs Genetics and Rocky Mountain Analytical, then it is likely your information is in LifeLabs database.

LifeLabs has set up a dedicated phone line and information on their website for individuals affected by the breach. To find out more, the public should visit customernotice.lifelabs.com or contact LifeLabs at **1-888-918-0467**. Alternatively, persons who have questions or wish to file a complaint can contact my office at **306-787-0488** or **1-877-748-2298**.

Note to media: My office will not discuss the details of the investigation while it is ongoing. My office will issue a public report once the investigation is complete.

Ronald J. Kruzeniski
Information and Privacy Commissioner of Saskatchewan

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