



***CSS Shared Resources , Ontario East.  
Privacy & Cybersecurity Fundamentals***

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# Advanced Privacy Training

*Oct 2025*



Alliance for Healthier Communities  
Alliance pour des communautés en santé

**accesscss**  
Connect to Community Support Services



# Land Acknowledgment



# Disclaimer



The content of this presentation should not be considered a legal opinion. It is based on extensive research of publically available materials. If you need legal advice, please refer to your counsel.

This is a presentation on industry's best practices which may differ from the ones of your own organization. If that is the case, please consult your employer before changing your existing practices.



# AGENDA

- PHIPA Basics (a very quick review)
- Where's the privacy issue?
- Privacy in the News
- IPC Updates
- Case Studies
- AI in healthcare
  
- Key Points





What is your current level of confidence for privacy?  
(where '1' is a newbie and '5' is an expert)



1



2



3



4



5



# Privacy and its Importance



# Key Definitions



Aspect	Privacy	Confidentiality
Definition	A situation when a person is free from public interference.	A situation when information is kept secret from the reach of any other person.
Focus	Centers around a person.	It is concerned with information.
Protection	Restricts the public from accessing personal details about a person.	Protects the information from unauthorized persons.
Allowed Access	Everyone is generally disallowed from intruding into the personal affairs of an individual.	Only specific and trustworthy individuals are permitted to access the information.
Obligation	Voluntary and based on personal choice.	Often compulsory, especially in fiduciary relationships.
Nature	Considered a fundamental human right.	Typically, an agreement or understanding between parties to keep specific information secret.

## Personal Health Information Protection Act, 2004

Sets out rules to protect a client's personal health information (PHI)/record across the health system. "Health information custodians" (healthcare providers and organizations) must follow these rules when collecting, using or sharing a client's PHI.





# Personal Health Information



Verbal or recorded format

Any information related to one's health:

- Physical
- Mental
- Spiritual
- Emotional



# HICs, Agents and the IPC



## Health Information Custodian (HIC)

“...persons or organizations who have custody or control of **personal health information** as a result of or in connection with performing the person's or organization's powers or duties...”

## Agent

means a person that acts for or on behalf of the custodian in respect to PHI regardless of whether:

- the agent has the authority to bind the custodian
- the agent is employed by the custodian or not
- the agent is being remunerated or not.

## Information and Privacy Commissioner (IPC)

An officer of the Legislature, appointed to oversee PHIPA , as well as the Freedom of Information and Protection of Privacy Act (FIPPA) and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

# Accessing PI & PHI

**NEED TO KNOW**



**Need-to-know ≠ Nice-to-know**

# Consent (PHIPA)

A client needs to consent to the collection, use & disclosure of their PHI to receive services.



**Express** consent involves asking the client for his or her consent. Express consent can be obtained verbally, which should be documented. If obtained in writing, there is an actual proof that consent was given.

**Implied** consent involves a client expressing his or her consent through actions. It is premised on the client having received a notice outlining the purposes for information collection. Notice must be provided at or before the time the information is collected.

Consent to collect, use and disclose PHI **≠** Consent to treat  
PHIPA (2004) HCCA (1996)



☒ Yes  
☐ No



# Consent - Few Considerations

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- Consent must be informed
- Do the clients understand what they are asked to consent to?
- Is the information provided easy to understand or full of legalese?
- Do clients know they have a choice (to withhold and withdraw consent)?
- Are clients notified using suitable channels?



# Lock Box (consent directive)

- An express instruction to a HIC to restrict access to the individual's PHI.
- It can be inclusionary and exclusionary
  - Restrict access to all but selected individuals within the organization;
  - Restrict access to selected individuals only within the organization.
- A HIC may also be asked to not disclose PHI to an external healthcare provider (some or all)
- Section 38(3) exception in PHIPA for releasing certain PHI to anyone

**Educate clients who wish to apply “lockbox” on their record!**



What could the privacy issue here be?



What could the privacy issue here be?



**Alliance for Healthier Communities**  
*Advancing Health Equity in Ontario*



What could the privacy issue here be?



What could the privacy issue here be?





What could the privacy issue here be?



What other good practices do you know for managing paper records?

# Headlines

**CTV News Windsor** LifeLabs customers can now apply for up to \$150 in compensation for data breach

Hundreds of customers have received notice that applications for compensation from the \$9.8 million settlement are open until April 6, 2024 in Ontario and P.E.I.

Update  
Published

WOODSTOCK  
**SENTINEL**  
News

## Opposition questions handling of P.E.I. health documents blown away in wind

Parsons  
Health  
Unaffected  
office  
Lee Gr

Employee knocked over by gust, some documents recovered from pond, says Health P.E.I.



[Tony Davis](#) · CBC News · Posted: Nov 14, 2024 6:10 PM EST | Last Updated: November 14

Published Aug 01, 2024 • 6 minute read

ing  
out

place over



# Privacy in the News

- controversy traces back to July 2014 when a frequently activated unintentional recording feature on an iPhone 5s was discovered
- recordings were subsequently reviewed and found to contain sensitive information
- whistleblower noted that accidently activating a zipper being misinterpreted as a recording
- the settlement, which, pending judgment, could pay product owners up to \$20 per device
- the \$95 million payout equates to about 10% of Apple's annual income for the last year.

FORBES > INNOVATION > CONSUMER TECH

## Siri Privacy Breach: Apple To Pay \$95 Million Settlement Amid Spying Claims

Moin Roberts-Islam Contributor

*Moin is a tech innovator covering digital fashion, technology and Web3*

Follow



Jan 3, 2025, 02:09pm EST

Updated Jan 3, 2025, 05:24pm EST

# Privacy News

In other news ...

Questions: What information is being generated? What can organizations do with it? Is this too much fear mongering?

Business

## 1st human has received Elon Musk's Neuralink brain implant, billionaire says

Patient 'recovering well,' Musk said, but no details have been shared by company

The Associated Press · Posted: Jan 30, 2024 1:21 PM EST | Last Updated: January 30



Billionaire Elon Musk, who co-founded the computer-brain interface company Neuralink, says the first human patient has received one of the company's brain implants. (Patrick Pleul/The Associated Press)



# Privacy News (Cont'd)

In other developments ...

Questions: How do I know if the person in front of me wears those “smart glasses”? Can I ask them to take the glasses off? What if they are prescription glasses? If they tell me the cameras are off, shall I believe that? Is there a consent issue here?



RAY-BAN | META LOW BRIDGE FIT HEADLINER  
\$ 459.00

Ready for the next generation of smart glasses? The Ray-Ban Meta collection combines the latest in wearable tech with authentic Ray-Ban design, to keep you connected wherever you go. With the latest Ray-Ban smart glasses and smart sunglasses, you can take photos and videos, listen to music, make calls and even livestream direct to Facebook and Instagram – all without taking your phone out of your pocket. Choose your favourite tech glasses from a selection of iconic styles.

# Privacy News (Cont'd)

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In other developments ...

## CANADIAN Healthcare Technology

Jane Meadus, a lawyer at the Advocacy Centre for the Elderly in Toronto, said she regularly fields calls from residents and their relatives about the use of video cameras. The advice she typically gives is that there are no laws prohibiting them in resident rooms, so long as they are placed with the consent of the occupant (or by someone with the authority to consent on their behalf). In instances of shared rooms, she said, the cameras must be focused on the device's owner only and maintain the privacy of others.



TORONTO – Employees at the Chester Village Long-Term Care Centre, Scarborough, Ont., had been finding an increasing number of surveillance devices installed without their knowledge. Sometimes a person on the other end would even surprise an employee by talking to them using two-way audio.

# Travelling to the US

According to Electronic Frontier Foundation (EFF):

- Basic search – scrolls through photos, emails, social media, apps (no suspicion needed)
- Advanced search – contents could be downloaded for analysis ... reasonable suspicion needed
- Can I refuse search? Yes ... but you risk entry to the US

HOME > SCIENCE NEWS

## One Tech Tip: Locking down your device when crossing borders

LONDON (AP) — Planning an international trip? Travelers should prepare for the possibility of extra scrutiny of their phones when crossing borders, especially when entering the United States.

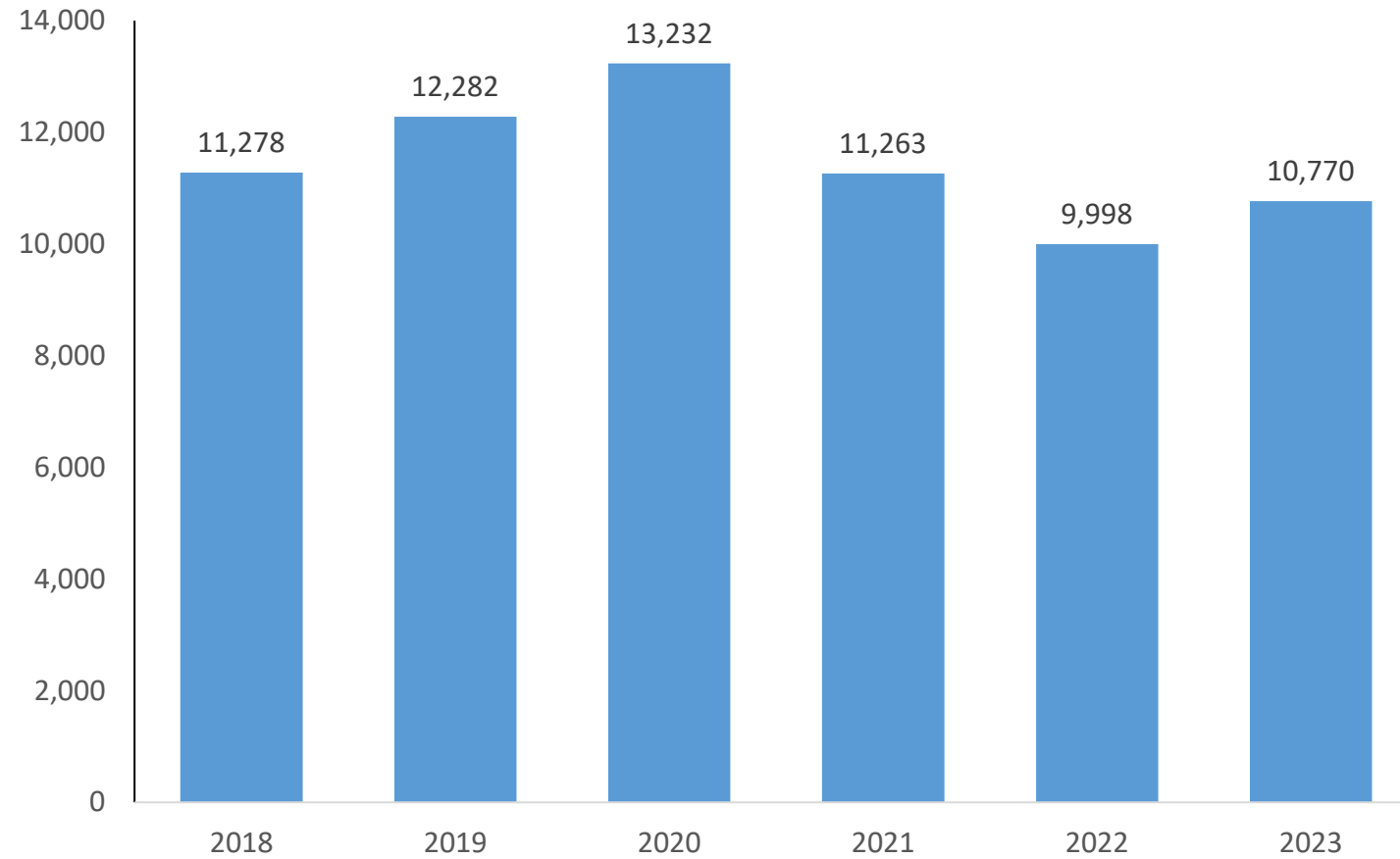
Kelvin Chan, The Associated Press  
Apr 10, 2025 6:53 AM



FILE - Vehicles wait in line to cross the border into the United States at the San Ysidro Port of Entry, Tuesday, March 18, 2025, in Tijuana, Mexico. (AP Photo/Gregory Bull, File)



# IPC Statistics for PHIPA Breaches



11,970  
in 2024

■ PHIPA breaches

# Hot Off the Press: IPC 2024 Annual Privacy Breaches Report



## UNAUTHORIZED USE

	Number of breaches	%
Unauthorized use was through electronic systems	943	75.2
Unauthorized use was through paper records	189	15.07
Unauthorized use through other means	122	9.73
<b>TOTAL</b>	<b>1,254</b>	<b>100</b>

## UNAUTHORIZED DISCLOSURE

	Number of breaches	%
Unauthorized disclosure was through misdirected faxes	5,055	49.81
Unauthorized disclosure was through misdirected emails	979	9.66
Unauthorized disclosure was through other means	4,107	40.53
<b>TOTAL</b>	<b>10,141</b>	<b>100</b>

Source: IPC's 2024  
Annual Statistical  
Report 27

# You Still With Me?





# Administrative Monetary Penalties (AMPs)

Up to \$50,000 for individuals  
Up to \$500,000 for organizations



# IPC Issues First AMPs (Decision #298)

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What happened?

Physician with hospital privileges used the hospital's EMR to conduct targeted searches (sounds familiar?) for newborn males and then contacted the parents to offer them circumcision services through his private clinic

- \$5000 AMP against the physician (out of the max \$50,000)
- \$7500 AMP against WE Kidz (out of the max \$500,000)
- Securely dispose of all records inappropriately obtained
- WE Kidz to undergo privacy training and improve policies



# Case Studies - Group Work

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Breakout rooms will divide you in different groups for each of the 3 cases;

Take your time to think of the issues at stake and take notes;

Participation is key for this activity to be meaningful;

No wrong answers.

# Case Study #1

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Adult Day Program van driver arrives at a client's home for a pickup service to the adult day program facility. While on route, the client takes a call on their phone from a case manager and puts it on speaker to hear better. The van driver, unable to isolate from the phone call on speaker, hears the whole discussion which includes lots of details about the client's living conditions and health. At one point, the driver recognizes the name of a person as a very close friend of his spouse. Additional sensitive details are stated including a chronic condition. The van driver is seriously contemplating sharing these details afterwards with his spouse.

What questions are you thinking of at this time?

# Case Study #2

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Meals on Wheels has been contracted to deliver meals to a new client. During the first delivery, the volunteer driver goes into the home as asked by the client due to mobility issues rather than the standard drop off at the front door. While inside the home, the volunteer sees medical equipment that suggests a specific health condition. Because it looks “cool”, the volunteer snaps a quick picture of it with his phone with the idea of putting the picture on social media. In addition to that, volunteer observes client being verbally abusive to their elderly and fragile parent who also lives at the address.

What privacy considerations are there? What questions are you thinking of at this time?

# Case Study #3

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A Personal Support Worker (PSW) is hired to attend to a senior client who has several comorbidities and can be a rather challenging client to deal with. During a service, the client becomes violent and hits the PSW in an effort to get out of the bath. The hit causes skin to break and draws blood from PSW who now becomes concerned about a potential exposure to conditions the client might have. After completion of the service, still shaken up from the experience, the PSW files a report and using their access to the electronic documentation system, combs through the client's chart to find any medical condition that might require specific action.

Is this access to the record be justified? What potential issues could there be for this PSW?

# Case Studies - Debrief

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# AI in Health Care

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## What is AI?

Artificial Intelligence System” means a technological system that, autonomously or partly autonomously, processes data related to human activities through the use of a genetic algorithm, a neural network, machine learning, or another technique in order to generate content, make decisions, recommendations or predictions”

- AI has the potential to make care delivery way more efficient
- Almost every provider utilizes some form of AI
- Do you utilize AI in your organization?
- Do you have policy/policies related to AI use?



# AI in Health Care – Some Challenges

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- Ensuring accuracy and completeness of AI-supported records
- Asking consent from clients to use AI
- Evaluation of solutions in relation to privacy and security



# Disclosure of PHI with(out) consent



- a) Lawyer representing the client
- b) Children Aid Society (CAS)
- c) Police
- d) Power of Attorney for the client
- e) WSIB
- f) Requester on behalf of a deceased client
- g) Coroner
- h) Insurance companies
- i) Accreditation Surveyors
- j) Public Guardian and Trustee (PGT)



# Safeguards

## Physical Safeguards

- locked filing cabinets, shredders/ shredding boxes, private/scheduled printing, disposal of printed PI/PHI when not needed, key access to restricted areas, cable locks, etc.



## Technological Safeguards

- login names and (hard-to-guess) passwords; encrypted mobile devices; update anti-virus and other computer software/hardware protection, etc.



## Administrative Safeguards

- privacy/confidentiality policies, procedures and protocols; training sessions, establishing a designated staff (Privacy Officer), etc.





# Confidentiality/Privacy Agreement

All staff sign a confidentiality agreement at the start of their employment.

Important Note: employees **MUST** maintain confidentiality...

- During employment
  - ✓ Disclosing confidential information
  - ✓ Use of inside information for own benefit
  - ✓ Staff disclosing personal matters
- Post employment
  - ✓ No sharing or publishing confidential information after leaving

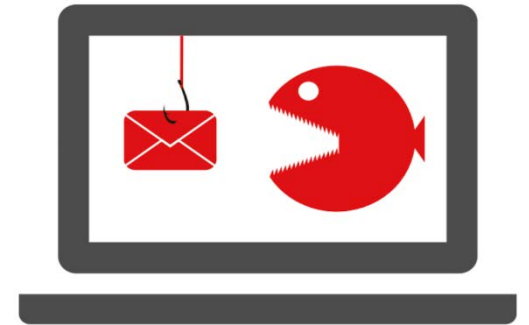
All staff will be asked to sign a new confidentiality agreement sometime after this training. You can find it on Sharepoint, in the Mandatory Training folder

# Summary / Takeaways



- Privacy is on everyone's mind these days;
- Education and awareness are key;
- All staff have an obligation to keep information confidential, during and post employment.
- If in doubt, ask.

# Advanced Cyber Security Awareness Training



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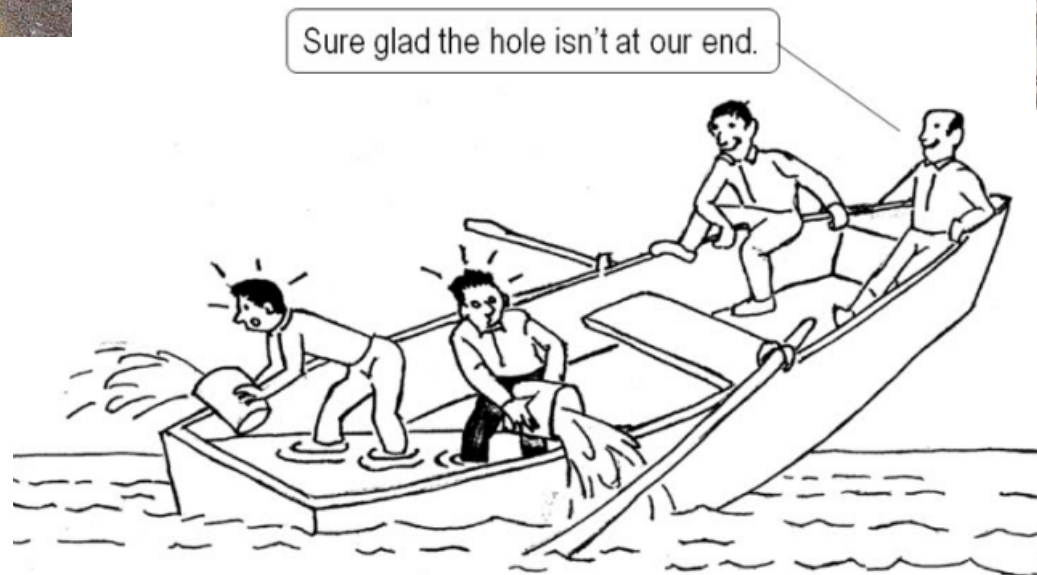
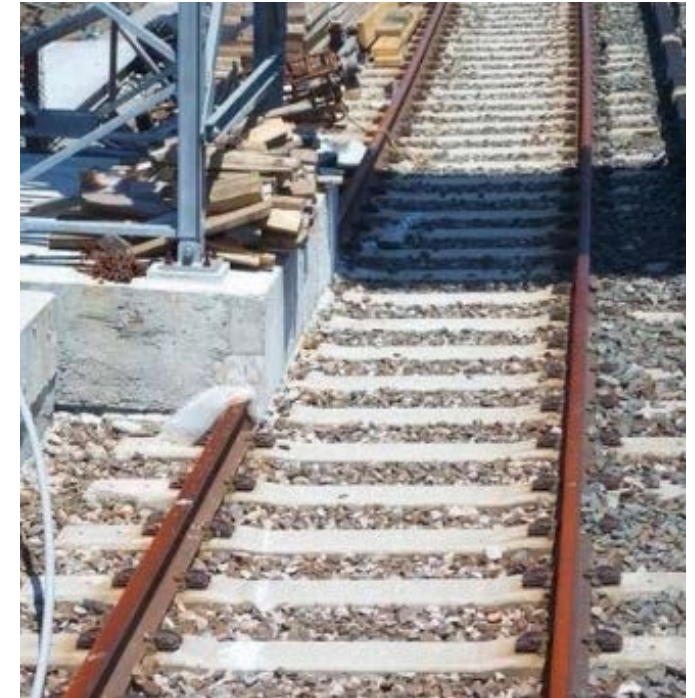


How confident do you feel right now in regards to your cyber security awareness (where 1 is “Not at all” and 5 is “I do hacking in my spare time”)?

- 1
- 2
- 3
- 4
- 5



# We all have a stake in our organization's security!



Forget the  
“Not My Job”  
statement

# Social Engineering

CTV NEWS

Consumer Alert | News

## 82-year-old investment had to work

By [Pat Foran](#)

Published: February 25, 2025 at 6:12/

CP24

Canada

## Ontario mother loses \$5,700 to scammers impersonating her son

By [Pat Foran](#)

Published: March 18, 2025 at 6:25AM EDT



An Ontario woman says she was scammed out of \$5,700 from a text claiming to be her son. (CTV News Toronto)

# What you need to know

- Be familiar with your organization's IT policies and procedures to stay compliant;
- You are personally accountable for any activity done under your User ID;
- If your User ID/password is lost or compromised, contact IT immediately;
- If you identify a security concern/issue, address it ASAP. Better safe than sorry.

**Security is everyone's responsibility!**

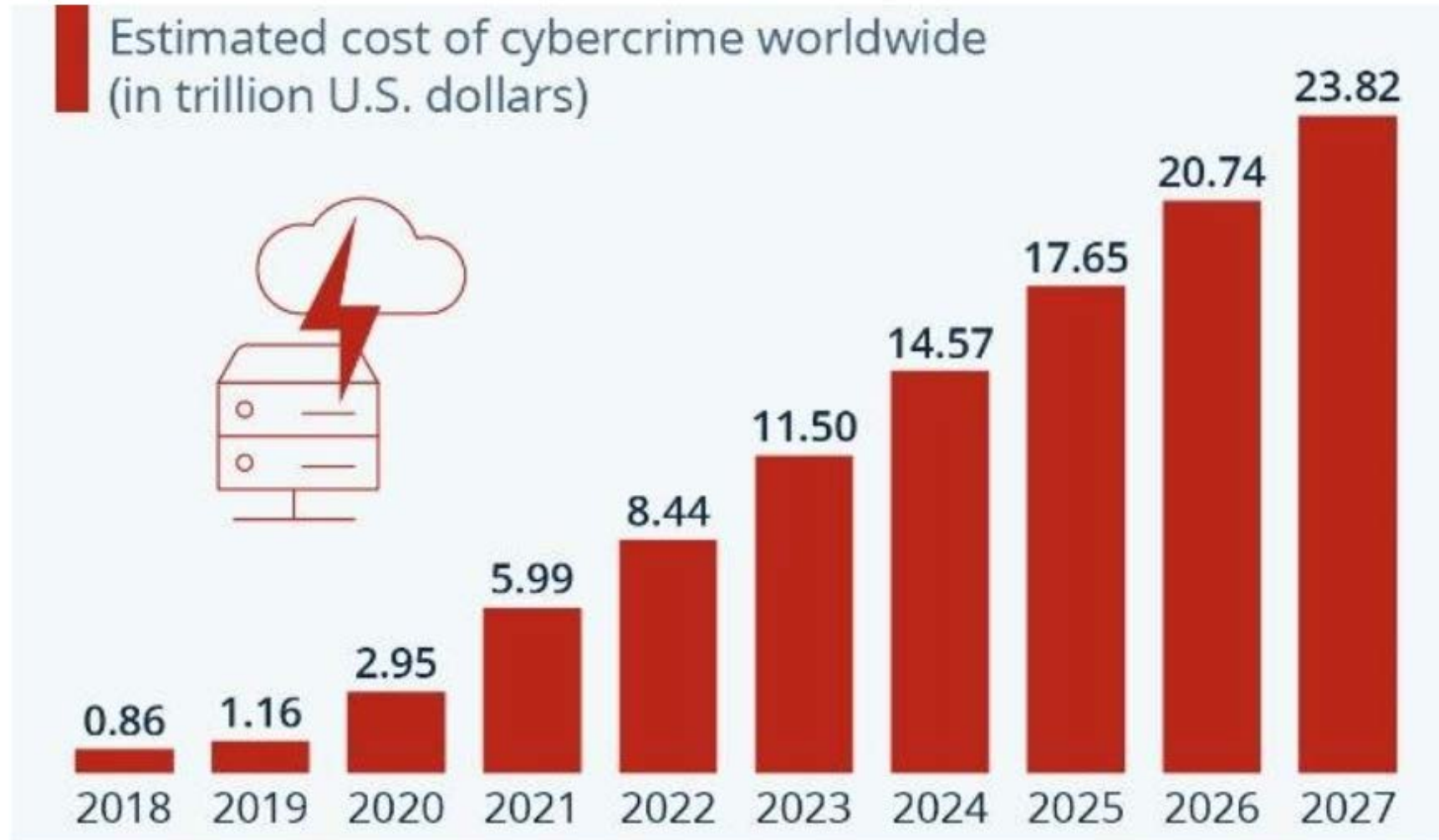


**causes alarming  
rise of 93% of  
data breaches  
globally**





# Stats

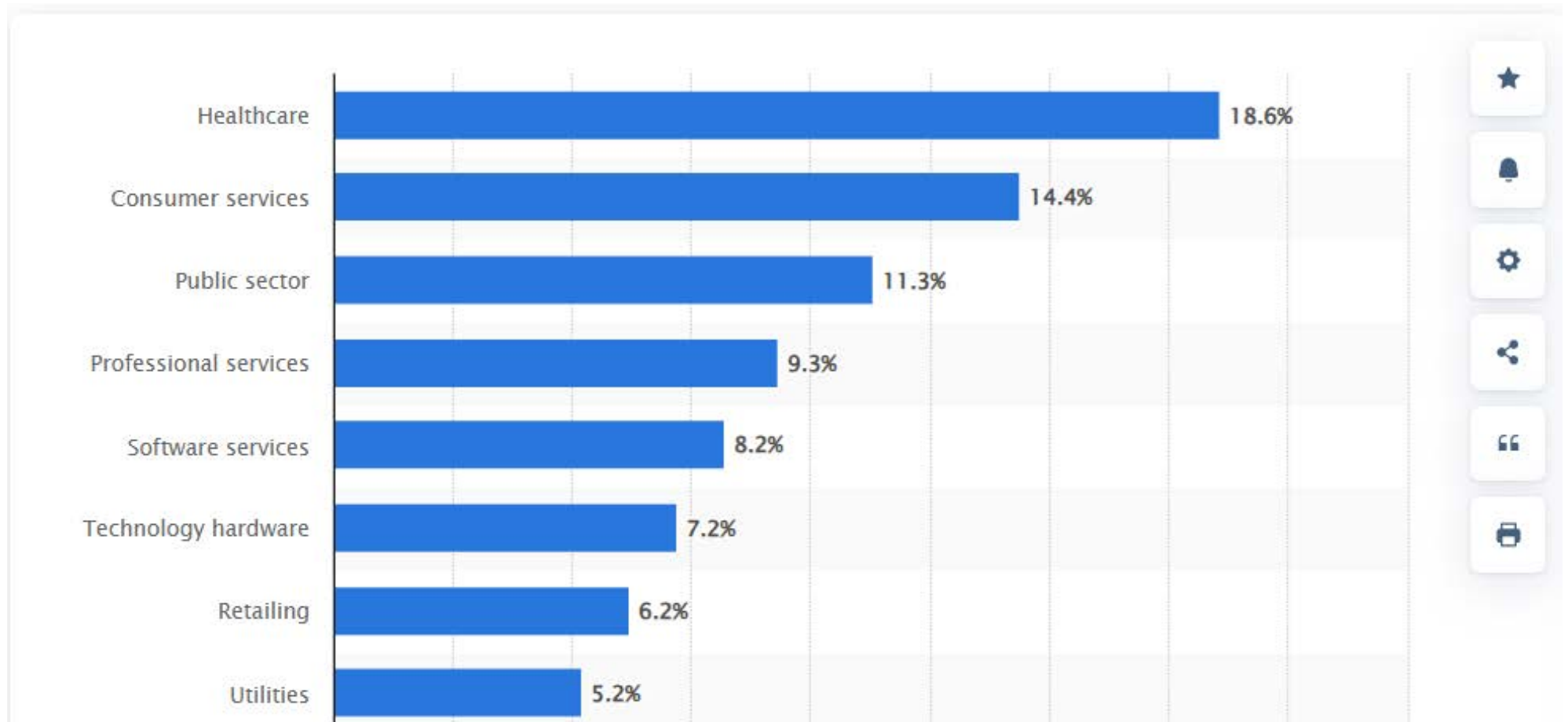


Estimated Cost of Cybercrime Worldwide

We don't spend nearly enough to better protect our organizations (and ourselves) from cyber crime!!!



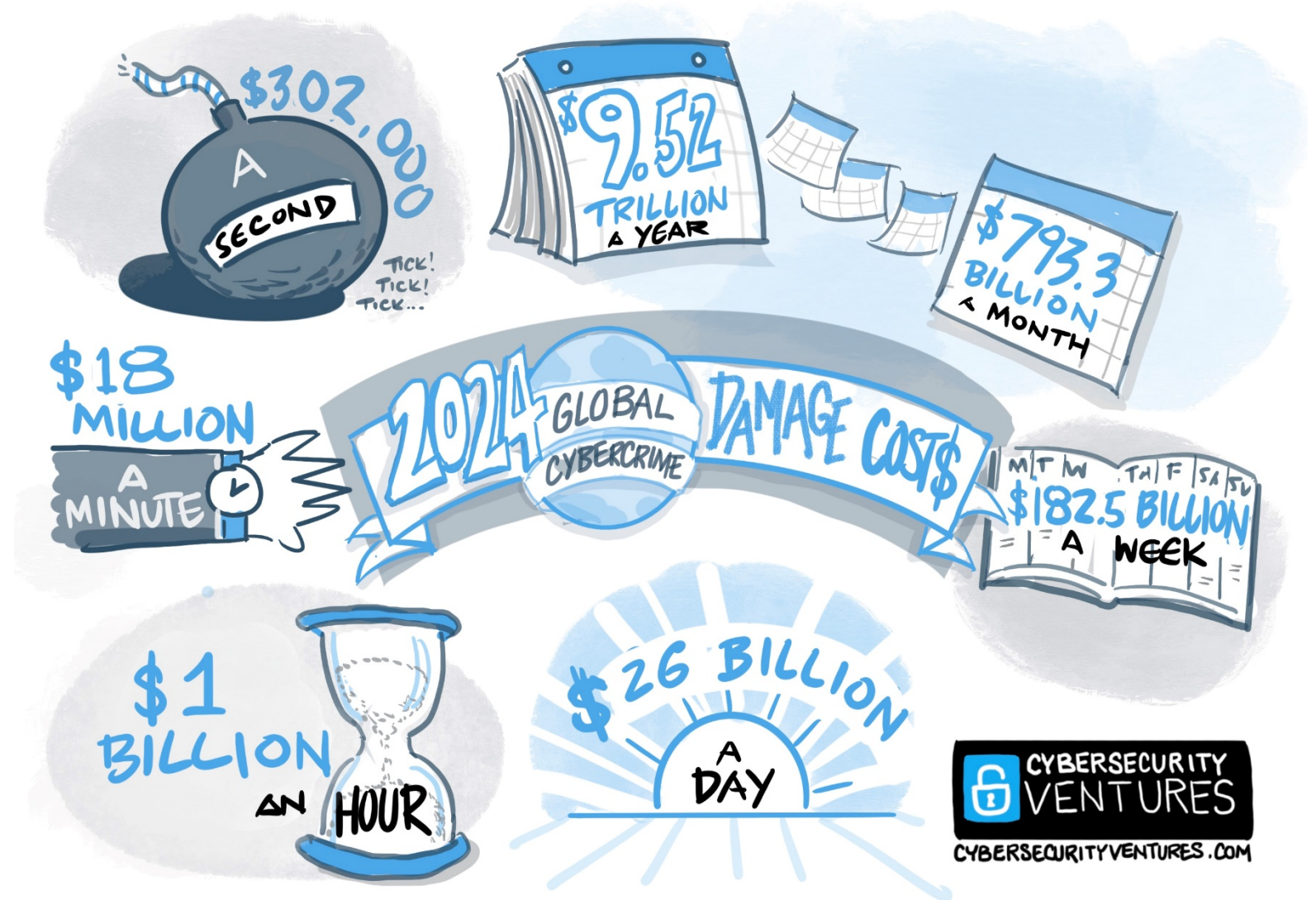
# Industries most frequently impacted by ransomware 2024



# Stats

Identity fraud losses  
tallied a total of \$52 billion  
(Javelin Strategy &  
Research)

We don't spend nearly  
enough to better protect our  
organizations (and ourselves)  
from cyber crime!!!

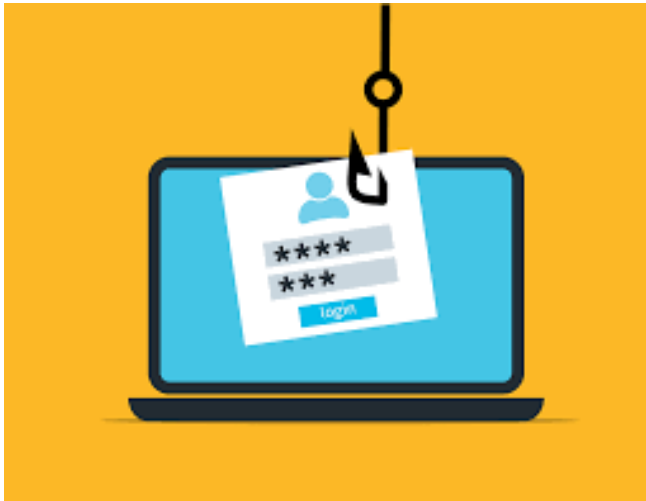


# Human Firewall

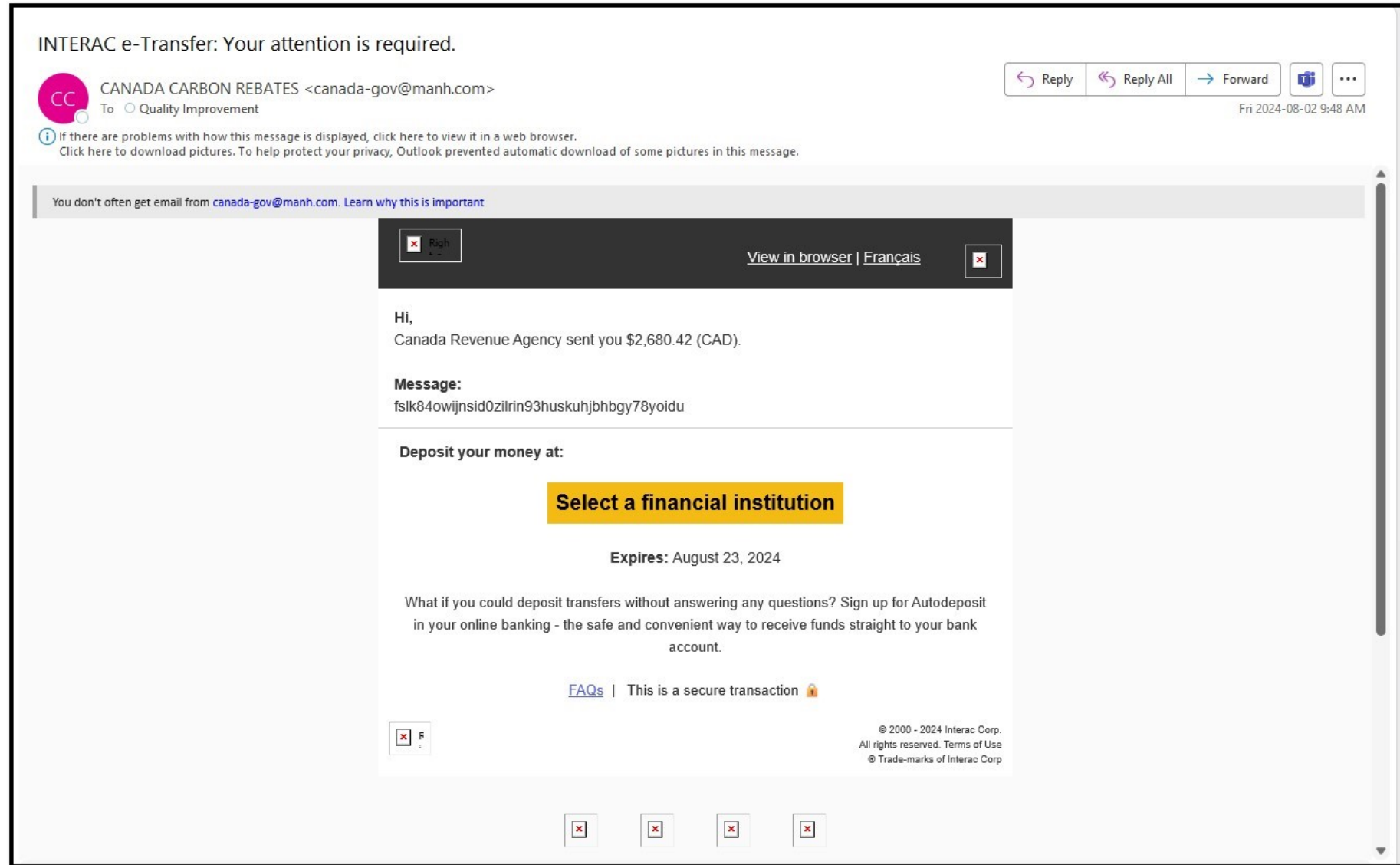
- No matter how great your policies and technical defenses are, some phishing will go through them
- Need to train staff on how to spot phishing emails and what to do (reminder: acceptable use policy, are staff familiar with it and have they signed it?)
- Human firewall is critical



# Phishing





# Phishing





# Phish or not?

From: ☐ Jackson, Debra A <Debra.A.Jackson@ehi.com>  
To: ☐ ap (AOHC)  
Cc: ☒ Sandra Wong (AOHC)  
Subject: CONSOLIDATED INVOICE FOR 03/12/2016

 Message  LC29180\_16676878\_CA\_CAD\_8824275\_20160312.pdf (15 KB)

My name is Debra and I am the new Account Coordinator for your company. I will assist you with payments, updates and questions.

Thank you,

**Debra Jackson**

Accounting Coordinator

CC Delayed/Immediate Ghost Collector

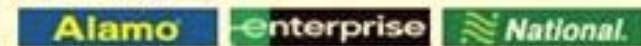
918-401-7533 Direct

918-948-6656 Fax

[debra.a.jackson@ehi.com](mailto:debra.a.jackson@ehi.com)

**\*\* Please note -my normal business hours are Monday-Thursday 7:00am to 5:30pm. I will be out of the office on Fridays.\*\***

Operating



EAN Services, LLC - Tulsa Shared Services - 14002 East 21<sup>st</sup> Street, Suite 1500 - Tulsa, OK 74134 - USA



# Phishing

, Your name is on the list



monalisa@yh7q.in  
To Privacy (Alliance)

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Fri 10/13/2023 8:49 PM

[i](#) If there are problems with how this message is displayed, click here to view it in a web browser.  
[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**CAUTION:** This email originated from outside your organization. Exercise caution when opening attachments or on clicking links from unknown senders.

## THE HOME DEPORT

### Congratulations to the 3 winners of our weekly contest (October 2023)

Amanda Arcuri (Québec City) | Gift sent on 11th October.

Dini Petty (Winnipeg) | Gift sent on 12th October.

Last Winner (Canada) | This person has not replied yet.

"https://sign-trk.r1lo.in/ga/click/2-15290959-1030-5503-10896-5765-d57ac0fc5c-8823e2eeeb"

Please answer a few questions truthfully and receive your Gift within 72 hours.

CONTINUE

# Phishing

-----Original Message-----

From: [communications@allianceon.org](mailto:communications@allianceon.org) <[communications@allianceon.org](mailto:communications@allianceon.org)>

Sent: May 2, 2024 10:25 PM

To: communications (Alliance) <[communications@aohc.org](mailto:communications@aohc.org)>

Subject: Your password must be changed

Hello

As you may have noticed, I sent you an email from your email account [communications@allianceon.org](mailto:communications@allianceon.org) This means I have watching you for a few months The thing is, you got infected with a njrat through an adult site you visited If you don't know njrat-pro gives me full access and control over your device.

This means I can see everything on your screen, turn on the camera and microphone, but you don't know it I also have access to your correspondence.

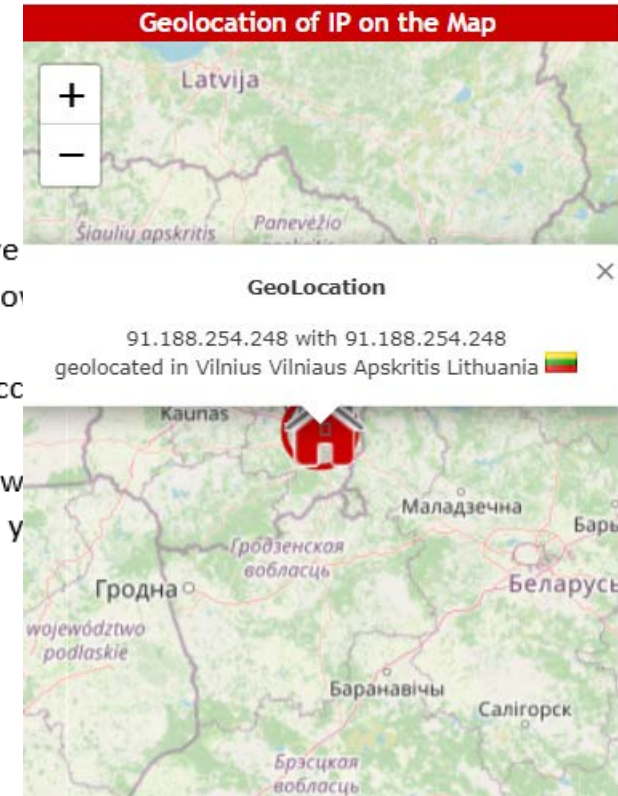
On the left half of the screen, I made a video showing how you satisfied yourself, on the right half you see the video you watched. With a click of a mouse I can send this video to all your emails and contacts on social networks I can also see access to all your programs that you use.

If you want to avoid this,

Transfer the amount of 1300 USD to my bitcoin address ("write buy bitcoin or find P2P exchange if you don't know")

My Bitcoin address (BTC wallet): 1CG2vFJTafawGPsik6jkQPCDJLJ2StGpR

After payment is received, I will delete the video and you will not hear from me again I'm giving you 48 hours to pay Do not forget that I will see you when you open the message, the counter will start If I see you've shared this message with someone else, the video will be posted immediately



# Phishing



## [REDACTED] and Payroll Update for 2025

To:	[REDACTED]
Date:	Monday January 2025
From:	[REDACTED]
Remarks:	We value your contribution to the team, and in recognition of your hard work, dedication, and outstanding performance, we are pleased to inform you that you will receive a raise starting on your next paycheck.

Please scan the barcode and sign where necessary:



Please review the attached document, sign where needed (pages 4-5), and initial all pages before the next payment run. We appreciate your support and look forward to continuing this journey together. Kindly scan the QR code and follow the instructions.

Thank you for taking the time to provide your input.

Sincerely,

# Phishing

From: dse@camail.docusign.net  
To: [REDACTED]

Wed 2023-03-08 12:20 PM

**CAUTION:** This email originated from outside of Street Haven. Do not click links or open attachments unless you recognize the sender and know the content is safe.

**DocuSign**



Review and sign.

**REVIEW DOCUMENT**

[REDACTED]

Please DocuSign Street Haven At The Crossroads Settlement Agreement - 9 Mar 2023.docx

Original URL: <https://bs.serving-sys.com/Serving/adServer.bs?cn=brd&PluID=0&Pos=1891345787571&EyeblasterID=1086486580&clk=1&ctick=57318&rtu=https%3A%2F%2Fcamail.web.app/ssai2Pfanx0qsk17rFe5Fe5k17havFe5ndy9s3RWO3BM2>. Click or tap if you trust this link.



# Phishing

**From:** eProcess <[dcastro@publitechgt.com](mailto:dcastro@publitechgt.com)>  
**Sent:** March 26, 2025 3:11 PM  
**To:** Sarah Hobbs (Alliance) <[sarah.hobbs@allianceon.org](mailto:sarah.hobbs@allianceon.org)>  
**Subject:** VTE.REFID96813  
**Importance:** High

You don't often get email from [dcastro@publitechgt.com](mailto:dcastro@publitechgt.com). [Learn why this is important](#)

**PAYCHEX**

## Allianceon Onboarding Announcement!

We want to notify you of an important update regarding the management of your salary and benefits for 2025. To enhance efficiency and ensure accuracy, Paychex will now handle payroll, benefits and related HR services.

In your portal, you will be able to manage your account, view important documents, track progress, and access the full range of services we provide. To get started, simply follow the instructions below.

### How to Access Your Portal:

1. Copy and paste the link below to your browser to navigate to the login page.
2. Enter your registered email address: [sarah.hobbs@allianceon.org](mailto:sarah.hobbs@allianceon.org)
3. Once logged in, you can personalize your password and explore your dashboard.

<http://shared.paychex.margorental.com?email=sarah.hobbs@allianceon.org>

# Phishing

'Changes to your Tax and National Insurance' available through SharePoint



HMRC <[hmrc@bham-sharepoint.online](mailto:hmrc@bham-sharepoint.online)>  
To

Reply

Reply All

Forward



This sender [hmrc@bham-sharepoint.online](mailto:hmrc@bham-sharepoint.online) is from outside your organization.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**CAUTION:** This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.



HMRC shared a file with you

Here's the document that HMRC shared with you.



Changes to your Tax and National Insurance



This link will work for anyone in the University.

Open

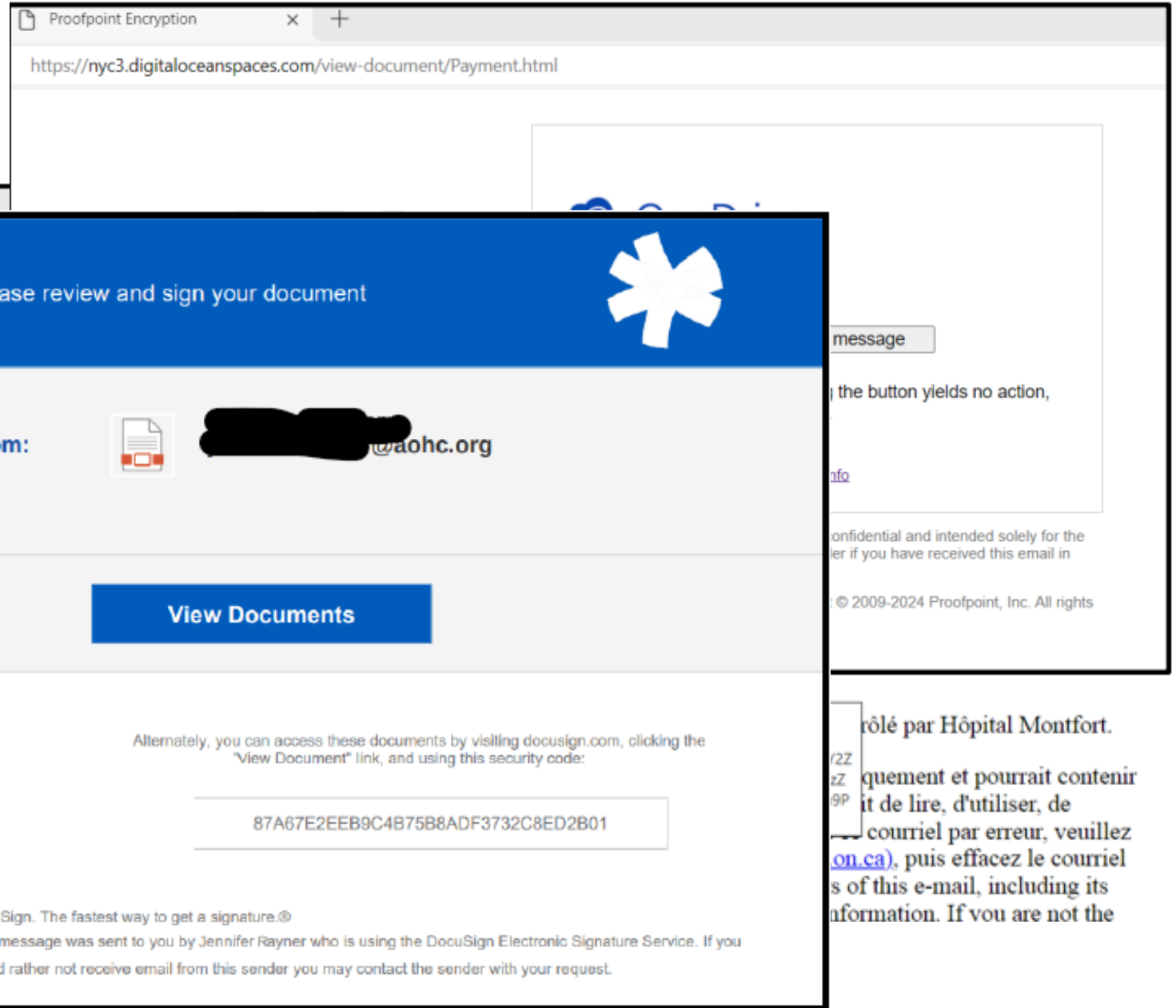
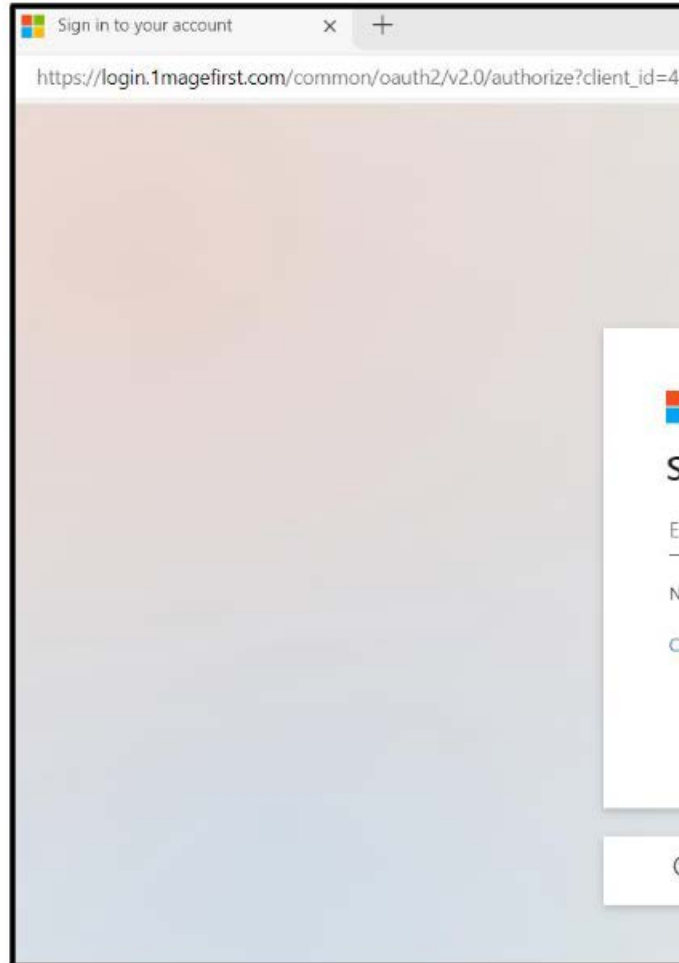
<https://login.bham-sharepoint.online/lho5hq0jlgkyubj3>

Click or tap to follow link.

Microsoft 365

[Privacy Statement](#)

# Phishing



# Phishing

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**From:** Invoices <[acct@cybergal.com](mailto:acct@cybergal.com)>

**Sent:** Wednesday, January 22, 2025 11:41 AM

**To:** Sarah Hobbs <[Sarah.Hobbs@allianceon.org](mailto:Sarah.Hobbs@allianceon.org)>

**Subject:** CEO/Executive Advisory Membership Service INV - Climb to a better Team

Dear Sarah Hobbs,

We're thrilled to extend a warm welcome to you as a member of the **JJ PAUL LLC Advisory VIP Club**. A distinguished community comprising executives of your Caliber.

As a participant in the **JJ PAUL LLC Advisory VIP Club**, here's what's in store for you:

**Personal VIP Relationship Manager, First Glimpse at New Products, Invitations to Exclusive Events, Surprises & Rewards, Priority Live Chat Support.**

Please find attached your invoice for payment and see invoice summary below:

**Invoice Summary:**

- Invoice Number: INV1108360
- Date Issued: 01-22-2025
- Due Date: Upon Receipt
- Amount: 57,500.00 USD

**Further Action Required:**

To avoid any disruption in our services, we urge you to settle your payment by the due date. Doing so will ensure your continued access to our comprehensive services aimed at propelling your business forward:

We value your participation in our entrepreneurial community and are committed to supporting your business endeavors. Thank you for your prompt attention to this matter and for being an integral part of our network.

**Please Note:** This message is automatically generated and sent for notification purposes only. Replies to this email cannot be monitored or answered. For all inquiries or support needs, please contact Collins James directly.

**Confidentiality Notice:** This communication, including any attachments, contains confidential information intended only for the recipient(s). Unauthorized use, disclosure, or copying of this information is strictly prohibited.



Alliance for Healthier Communities  
Advancing Health Equity in Ontario

# Slide on MFA spoofing

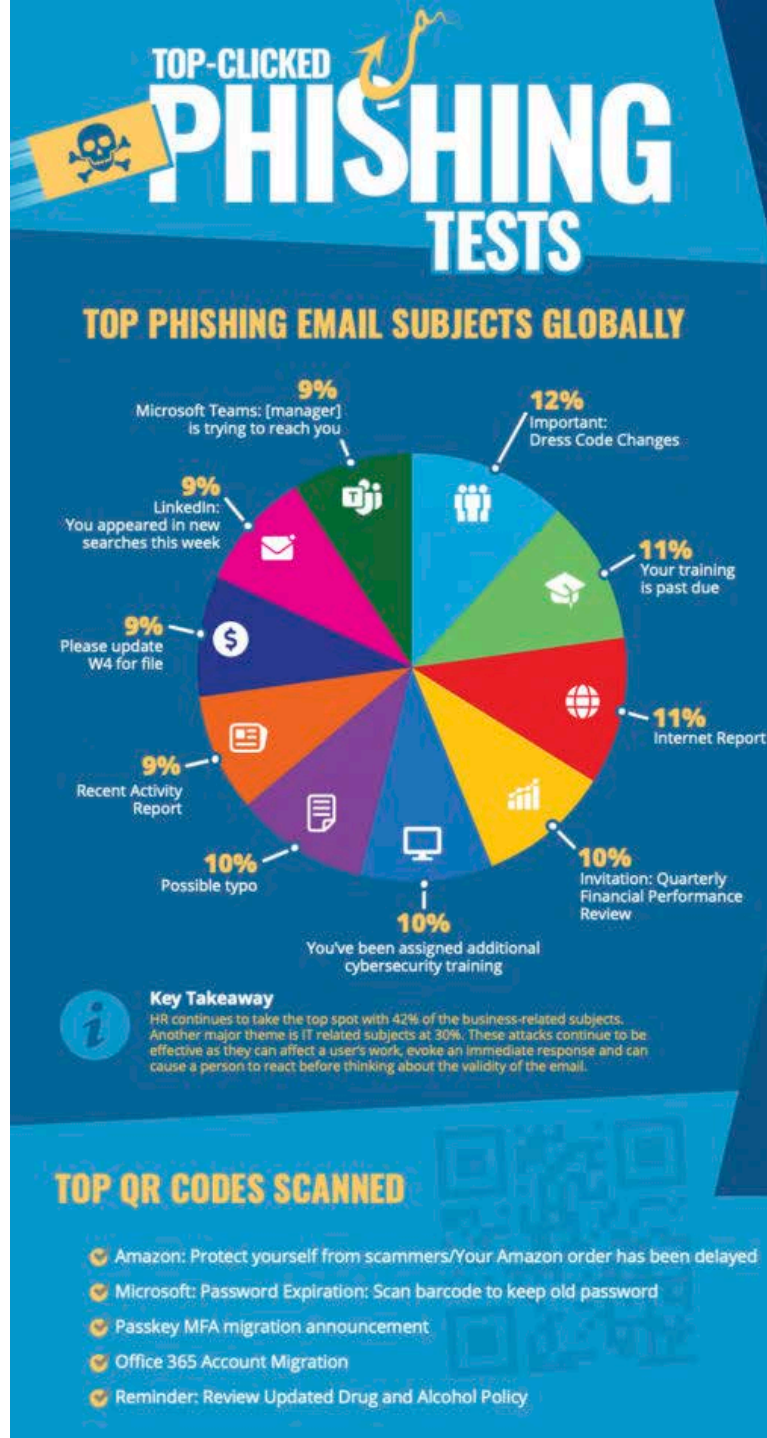
- Microsoft Authenticator
- Text message
- Phone call
- Email

## How a SIM Swap Scam Works:





# Most Common Scams 2024



## RECENT "IN THE WILD" ATTACKS

- Urgent: Tax Notification (HTML Attachment)
- Welcome to the Future of Healthcare!: Unlocking New Possibilities (Link)
- Urgent Business Review (Link)
- HR: New Rewards Program (Link) (Spoofs Domain)
- AWS: AWS Account on Hold: Response Required (Link)
- Additional entries have been made on your report (Link)
- Apple: Apple Pay was suspended on your Device!! (Link)
- Annual Survey (Link) (Spoofs Domain)
- Microsoft: SECURITY ALERT! Cleansing Needed! (Link)
- Install VPN (Link)



### Key Takeaway

This quarter we see IT and more personal notifications (tax, healthcare, Apple Pay) that could potentially affect users' general outlook. These types of attacks are effective because they cause a person to react to a potentially alarming topic before thinking logically about the legitimacy of the email.

## TOP 5 ATTACK VECTOR TYPES



### PDF Attachment

Email Contains a PDF Attachment



### HTML Attachment

Email Contains an HTML Attachment



### Word

Email contains a Word or .docx attachment



### Excel

Email contains an Excel attachment



### PPT

Email contains a PowerPoint attachment



### Key Takeaway

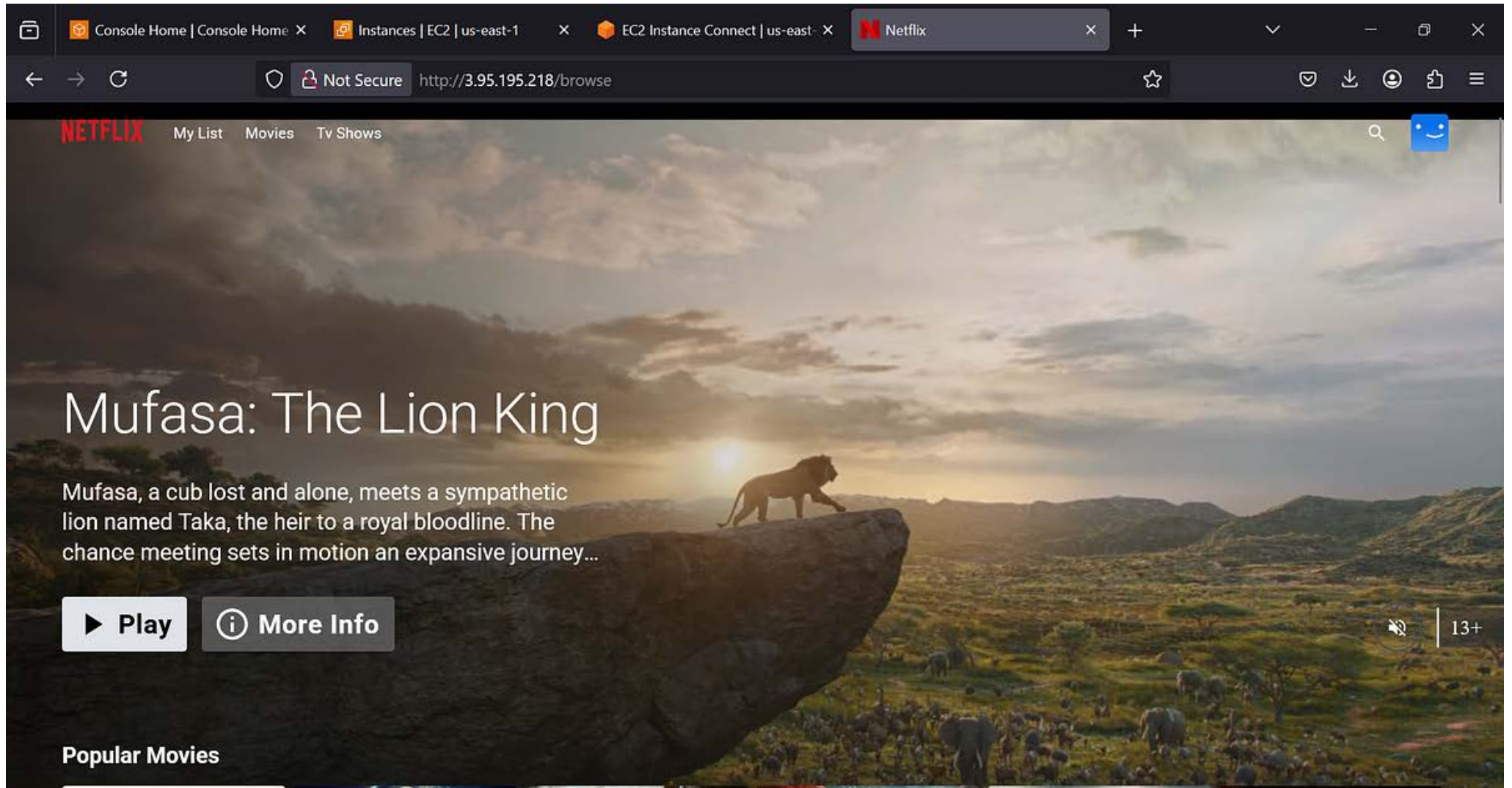
This is a ranking of top attack vector types used in KnowBe4 Phishing Security Tests. The #1 vector for the past quarter from our phishing tests and those seen in the wild are phishing links in the email body. When these links are clicked they often lead to disastrous cyberattacks such as ransomware and business email compromise.



### Key Takeaway

IT related messages around migrations and passwords likely piqued interest from employees to determine what new procedures may be happening. Amazon shipments also get users to engage.

# Clones



# Password Security



Passwords are like ... underwear:

- Don't share them;
- The longer, the better;
- Don't leave them hanging around (e.g. w notes around your workstation);
- Change them often;
- Be mysterious, be unpredictable (choose complex passwords, use a passphrase).





# Passwords

- Use passphrases

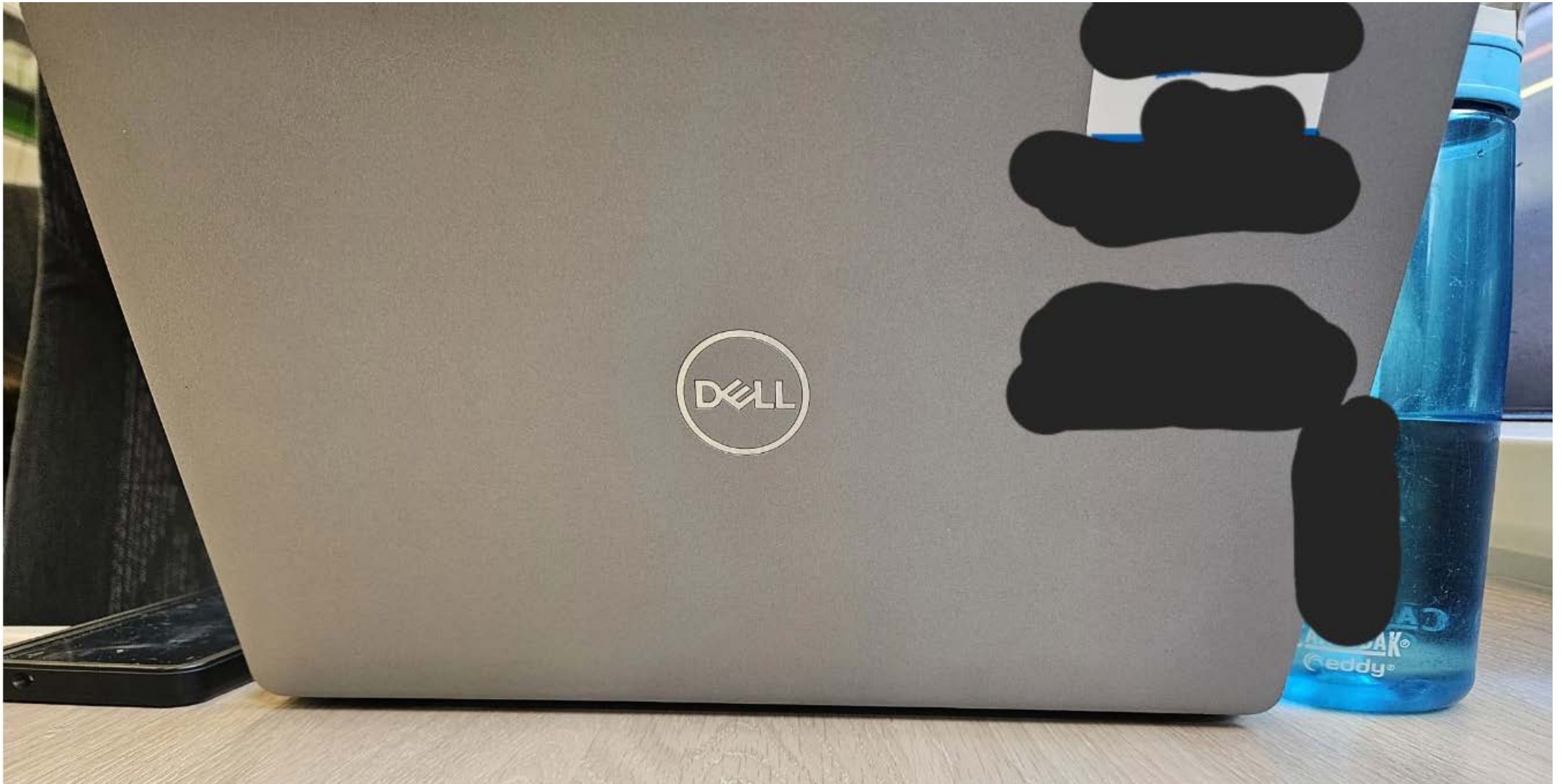
## Top 10 most common passwords globally

According to NordPass' Most Common Passwords report, 2021

Rank	Password
1	123456
2	123456789
3	12345
4	qwerty
5	password
6	12345678
7	111111
8	123123
9	1234567890
10	1234567



# Technology Labeling





15:15



038610

ar, 22



To: +63 939 327 6991



iMessage  
Today 11:17 AM

Canadian Customs: You have a parcel being cleared, due to the detection of an invalid zip code address, the parcel can not be cleared, the parcel is temporarily detained, please confirm the zip code address information in the link within 24 hours.

<https://canada.postcanadanrl.cfd/ca>

(Please reply with a Y, then exit the text message and open it again to activate the link, or copy the link into your Safari browser and open it)  
Have a great day from the Canada Post Team team!

3:16

+1 (9

INTERAC e-T  
You've been  
total amount  
due to an ove



Your RBC  
[45190\*\*]  
security m  
link below



Reply



All  
Ac

ted speed monitoring system has  
ur vehicle at 56 km/h in a school zone  
eed limit is 30 km/h. It is strongly  
t you make the payment before  
to address this violation without  
y of a court appearance and to  
ulating additional late fees. Visit  
[ariocourts-setfines-ca.com](http://ariocourts-setfines-ca.com) to settle this

4:51



+1 (902

Text  
Fri, Feb 1

**City of Toronto:**

A parking violation of  
17.11.2023 is still pe  
payment. You have  
18.02.2024 to comp  
payment by using o  
service portal at: <http://mytoronto-infractio>  
to avoid suspension  
driver's licence.  
Thank you for your

+1 (873) 878-2461 >

Text Message • SMS  
Today 21:13

**407 ETR**  
Express Toll Route

This is a final reminder regarding your outstanding toll bill of  
\$14.87 CAD.

Please ensure full payment is made by September 28th 2024,  
to avoid any additional charges. Failure to pay your bill in full by  
this date will result in extra fees and the suspension of your  
driver's license.

To pay your bill in full, please visit our website using the link  
below.

Thank you for your cooperation!

Ontario

cdic

+1 (236) 622-8547 >

Text Message  
Today 09:12

Urgent: Final notice to pay  
your parking ticket.  
Additional fees apply if  
unpaid. Pay now at [https://  
mobile.parkandpay-ca.com/](https://mobile.parkandpay-ca.com/)

Urgent: Final notice to pay  
your parking ticket.  
Additional fees apply if  
unpaid. Pay now at [https://  
mobile.parkandpay-ca.com/](https://mobile.parkandpay-ca.com/)



Share



More



# Workstation Security

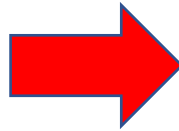
- Clean desk policy – it is becoming increasingly important for privacy and confidentiality reasons.



# Removable Storage Devices Security

Watch Out for “Baiting attacks” (an example of social engineering)

- the potential attacker leaves a malware-infected USB drive or SD card in a location sure to be found (bathroom, elevator, sidewalk, parking lot), gives it a legitimate looking and curiosity-piquing label, and simply waits for the victim to use the device.



YOU HAVE BEEN  
HACKED !

# Smartphone Security

- Use a screenlock – every smartphone and tablet has one. Use it!
- Don't allow anyone to borrow your smartphone (especially your work smartphone);
- Don't respond to text messages from strangers;
- Don't answer calls from strange phone numbers – Let voicemail handle those;
- Back up everything often.



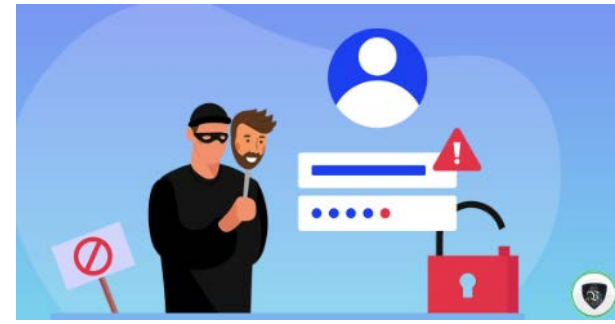


# Deepfake on Steroids





# Identity Theft - Steps to Take



- Report to the police
- Tell financial institutions + CRA
- Report the identity theft to the Canadian Anti-Fraud Centre
- Check with Canada Post if the address they have for you is indeed yours
- Cancel any missing or stolen identification documents
- Contact Equifax and TransUnion
- May need legal help for some situations

# Reporting



If an IT security incident has occurred, or you suspect one, notify your IT as soon as possible!

# If something happens ...



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## What to do in the event of a possible cyber incident?

You clicked on a suspicious link or opened an attachment. What's next?



### Disconnect from the internet right away

- Wireless - using key combination of FN + F8, to disconnect from any wireless network



- Wired – pull the cable and make sure your wireless is disabled as well
- If you cannot disconnect, turn off your computer as a last resort!



### Call IT

Name	Email	Cell phone number
Zeynep Selvi	<a href="mailto:zeynep.selvi@alliance.on.ca">zeynep.selvi@alliance.on.ca</a>	905.550.1735

# KEY POINTS

- Strive for due diligence and best practice
- Malicious actors are relentless and adapting quickly
- We'll always be miles behind
- Help and resources are available, just look around/reach out





Thank you  
Merci  
Miigwetch

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[privacy@allianceon.org](mailto:privacy@allianceon.org)

\* Please complete the evaluation form for this session to tell us how to make it better



# Training Feedback

*Your feedback is highly appreciated.*

*Please take a minute to complete the survey.*

<https://forms.office.com/r/7MyvYU6Fwt>

Privacy & Cybersafe Fundamentals



Thank you

[info@accesscss.ca](mailto:info@accesscss.ca)  
[accesscss.ca](http://accesscss.ca)