



**MINISTER
OF FAMILIES**

Legislative Building
Winnipeg, Manitoba CANADA
R3C 0V8

Ms. Jill Perron
Manitoba Ombudsman
750 - 500 Portage Avenue
Winnipeg MB R3C 3X1

Dear Ms. Perron:

Thank you for your letter of September 10 in which you advised of your review and investigation into the recent privacy breach by Children's disABILITY Services that was disclosed to your office by Manitoba Families on August 26, 2020.

I welcome your review and investigation, and I can assure you that Manitoba Families is committed to collaborating with your office to improve information sharing protocols with independent officers and other organizations throughout our province. The department has completed the Privacy Breach Reporting Form online detailing the circumstances of the recent privacy breach.

As you know, the department took immediate steps to contain the privacy breach by contacting agencies and organizations that had received client information in error. The department then notified parents and caregivers to apologize for the error and released a media bulletin on August 28, 2020. The department followed up by sending a letter to parents and caregivers with more information and developed Frequently Asked Questions to address questions and concerns raised by affected families. The Department of Families also conducted a forensic audit of its Children's disABILITY Services emails and did not find any other breaches.

The department is currently evaluating the risks associated with the breach and will be working to improve our safeguards to prevent future breaches. As such, we welcome your review and we are committed to working with you to ensure that appropriate safeguards are in place when the Manitoba government is required to disclose personal and personal health information to external organizations, including independent officers of the Legislative Assembly.

I would like to express my gratitude for the support of your staff in assisting the department to take immediate actions to respond to this matter. Your ongoing support is appreciated.

Sincerely,

Original signed by

Honourable Heather Stefanson
Deputy Premier and Minister of Families

c. Sarah Thiele, Acting Deputy Minister