



607 CHRISLEA ROAD  
WOODBIDGE, ONTARIO L4L 8A3  
TELEPHONE: 905-265-8000  
FACSIMILE: 905-265-8024

21942

[DATE]

Dear [NAME]:

**Re: Notice of Privacy Incident**

We are writing in regard to a cybersecurity incident at Soroc Technology Inc. (**Soroc**). As an employee, contractor, former employee or former contractor of Soroc, this incident may have impacted your personal information. We also wish to advise you of the steps we are taking to continue to protect your personal information and steps that you can take to help protect your personal information. Your privacy is of the utmost importance to us and we sincerely regret any concern this incident may cause you.

**What Happened**

On May 7, 2021, we discovered that Soroc was the victim of a ransomware attack where the unauthorized third party encrypted the Soroc technology infrastructure (the "**Incident**"). Upon detection, we immediately implemented countermeasures to end any further intrusion and engaged cybersecurity experts to conduct an investigation to determine the scope of the information affected. We were made aware that the unauthorized third party may have gained access to and copied data which may include the personal information of certain Soroc employees, contractors, former employees and former contractors. In response, Soroc took steps to identify the potentially impacted individuals so that it could notify these individuals.

**What Information Was Involved**

Based on the investigation, the following personal information of employees, contractors, former employees and former contractors contained in our database or our files may have been compromised. This information may include: name, address, telephone number, e-mail address, date of birth, employment-related dates (hire, probation, etc.), pay-related information, SIN number, your bank account information, photocopy of ID like passport or driver's license.

It is important to note that there is no evidence confirming that all the personal information listed above was compromised or misused. However, as we take the security of our employees, contractors, former employees and former contractors' personal information seriously, out of an abundance of caution, we wanted to notify you of this incident.

**What We Are Doing**

After discovering the Incident, Soroc engaged a cyber forensic firm to conduct a comprehensive investigation to determine how the Incident occurred, the scope of such Incident and to assist Soroc with remediation efforts.

Additionally, Soroc is providing you with complimentary identity theft and credit monitoring solutions from Equifax free of charge for 24 months. Through this, you will be able to receive regular alerts to notify you if there are significant changes to your credit report.

Your unique activation code for your Equifax credit monitoring solution is <<CODE>>.



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To activate your subscription, visit [www.equifax.com/activate](http://www.equifax.com/activate) and enter your unique activation code before October 31, 2021.

In order to protect against fraudulent access to credit report information, you will be subject to a verification and authentication process. You will need to provide personal information such as date of birth, address and phone number to be successfully authenticated.

Should you have any questions or concerns about the protections available to you, or any issues with registration, you can get additional information and assistance by calling the toll-free help center at 1-800-451-5967.

### **What You Can Do**

As an additional measure, we encourage you to be vigilant and to mitigate any potential harm by taking the following steps to protect yourself:

- monitor your financial accounts. If you see anything you do not understand or that looks suspicious, or if you suspect that any fraudulent transactions have taken place on a credit or debit card, you should call the bank;
- change and create strong passwords for any online accounts, in particular those that use or relate to your SIN;
- be cautious of any unsolicited communications of whatever form (phone call, email, etc.) that ask for your personal information or refer you to a web page asking for personal information;
- avoid clicking on links or downloading attachments from suspicious emails;
- report an incident to the appropriate authorities if you notice any suspicious activity; and
- sign-up for the services being offered above.

### **For More Information**

If you have any questions or concerns, please contact the toll-free help center at 1-800-451-5967.

Regards,

Dennis Cote  
Chief Technology Officer  
Soroc Technology Inc.