

FAQs – CIRO Registration Data

1. What data was impacted?

The incident did not affect all data in CIRO's environment; the affected data accounts for less than 0.5% of our total data. Our investigation into the specific data involved is ongoing.

Regrettably, we now believe that the limited subset of data that was copied from our systems included registration information of CIRO Members and their registered individuals.

2. What registration data was impacted?

CIRO's registration data related to mutual fund dealer and investment dealer firms and individuals, including Quebec-only mutual fund dealer firms (deemed members) and individuals, was impacted such as:

- Legal and other personal names, residential address, email address, telephone number
- Date of birth, place of birth, gender, eye/hair colour, height, weight
- Bank account numbers, if included as part of the financial solvency disclosure
- Investment and beneficiary information, if included as part of the ownership in securities and derivatives disclosure
- Civil and criminal disclosure, if applicable
- Investigation notes, if there was an investigation
- Outside activity information, if applicable
- Passport information, if provided.
- Student numbers and non-securities license numbers, if applicable.

The information exposed did not include:

- Social Insurance Numbers
- Credit card or other payment information.

3. How will CIRO notify the affected individuals?

We will be sending letters to all affected individuals next week to advise them of the personal data that was impacted, and provide guidance on next steps including how to sign up for free credit monitoring and identity protection services.

We will contact affected individuals through the information they provided in the National Registration Database (NRD). If an email address was provided, the individual will get an email from ciro@cyberscout.com. Otherwise, they will be sent a letter in the mail.

4. What steps are being taken to protect and support affected individuals?

We will provide free credit monitoring and identity theft protection to all impacted individuals for a period of 2 years with TransUnion and Equifax. A dedicated phone line will also be available to address any questions or concerns.

5. Was the NRD system breached?

No. The NRD system was not breached. The impacted data relates to registration information held at CIRO.

6. Do Members need to notify any privacy regulators?

As CIRO collected registration data in the course of its regulatory mandate, we are accountable for any personal information affected and have already reported this to the applicable privacy regulators. While Members should do their own analysis related to their specific privacy reporting obligations, we are not expecting any Member to file a report on CIRO's behalf.