

December 12, 2025

## **Notice of compromised personal and private information for some Oxford County Services**

Oxford County (the “County,” “we,” “us,” or “our”) takes privacy and security of personal information in our care seriously. Accordingly, this notice is to inform you that the County experienced a cybersecurity incident on September 10, 2025, which may have impacted personal information relating to you and/ or your minor. Please review this notice carefully to determine whether personal information relating to you or your minor was accessed and/ or acquired by an unauthorized third party.

### **What happened?**

On September 10, 2025, the County’s Information Technology team identified suspicious activity within its information network. In response, we immediately disconnected systems to prevent any potential unauthorized activity and engaged third-party cybersecurity experts to assist with containment, remediation and to conduct a forensic investigation. The forensic investigation identified files and folders that the unauthorized third party accessed and/ or acquired. Upon learning that data was impacted, we moved as quickly as possible to determine who may be impacted and the types of data involved.

As part of our investigation into this matter, the County has undertaken a thorough and manual review of the types of personal information impacted and for which individuals. While this process is ongoing, we have nonetheless confirmed that certain information relating to some of the programs and services offered by the County was impacted.

### **What information was impacted?**

To date, the County has identified that impacted information from the below programs and services was accessed and/ or acquired by the unauthorized third-party. Please review this list carefully to determine whether these types of personal information may have been provided by you to the County.

Program and/or service	Types of personal information / personal health information at risk	Date range
Social housing and social assistance programs, including Ontario Works, Canada Wide Early Learning and Child Care (CWELCC), which includes licensed child-care services and child-care fee subsidy	<ul style="list-style-type: none"> <li>• Banking information</li> <li>• Social Insurance Number (SIN)</li> <li>• Health Card numbers</li> <li>• Driver's Licence</li> <li>• Date of birth (DOB)</li> <li>• Health information (injuries, diet requirements, work limitations)</li> <li>• Assets and wages disclosures</li> <li>• Child/spousal support payee information (last known address, physical description, wage information)</li> <li>• Information containing identifiers of minors, including information relating to your family members, such as the date(s) of birth of your minor(s).</li> <li>• Employment information (e.g., job/title/employer without financial details)</li> <li>• Spouse, children and dependent details without DOBs</li> <li>• Marital status</li> </ul>	2020-2025
Housing funding programs, including the Home Ownership Program, My Second Unit and the Residential Repair Program	<ul style="list-style-type: none"> <li>• Government Issued Identification and Citizenship Documentation, including Birth Certificate, Citizenship Document, Status Card, Permanent Resident Card, Record of Landing, Convention Refugee Document</li> <li>• Financial and insurance information</li> <li>• Notice of Assessment (may contain SIN)</li> </ul>	2022-2025
Job Applicants who were selected for an interview at Oxford County	<ul style="list-style-type: none"> <li>• Resume</li> <li>• Interview notes</li> <li>• Reference check forms</li> </ul>	2023-2025

Please note that where possible, the County has or is in the process of notifying impacted individuals directly. If you have not provided your personal information to any of the above programs during the dates specified, but have provided personal information to us for the use of other services, please be aware that you may receive a direct notice from us. Additionally, as our review of the impacted data continues, we will be updating this document. We encourage you to visit this page periodically to determine whether you may have been impacted.

## What is the County doing?

Our IT group has worked very hard over the years to counter threats to our system; however, given the rapidly evolving nature of cybersecurity threats, these incidents are not always preventable. Throughout this incident, we worked closely with our third-party cybersecurity experts to enhance the security of our systems to better prevent against incidents of this nature from occurring again. We will continue to assess and implement enhanced measures, as needed.

The County has also reported this incident to [Ontario's Information and Privacy Commissioner](#), as required by law, and is fully cooperating with the Office's investigation into this matter. You have a right to file a complaint with the Information and Privacy Commissioner; however, please note that an investigation by their office is underway. To report any concerns you may have, please visit: <https://www.ipc.on.ca/en>.

Further, the County is providing complimentary credit monitoring services to eligible impacted individuals. If you believe your personal information may have been impacted based on the information provided above, please contact [privacy@oxfordcounty.ca](mailto:privacy@oxfordcounty.ca) and provide the following information:

- Your first and last name;
- The name of the program and/or service you applied for (per the above chart)

A member of our team will get back to you as soon as possible.

## What should you do?

If, after reviewing the information provided above under "What information was impacted," you have reason to believe your information, or information relating to your minor, was impacted, we recommend that you remain vigilant against common threats by taking the following steps to protect your personal information:

- If you receive emails, letters, telephone calls or text messages in the days ahead purporting to be from the County asking for financial or any other personal information that you were not expecting, please consider the communication to be fraudulent, and contact us directly to confirm its authenticity.

- Monitor your bank accounts and credit history to guard against any unauthorized transactions or activity. If you have any doubts or notice any suspicious or potentially fraudulent activity on your credit or debit card, we recommend that you contact your financial institution immediately.
- If at any time you believe you have been the victim of fraud or identity theft, contact your local law enforcement agency and file a police report.
- Remain vigilant of any phishing or spoofing attempts. Spoofing is an impersonation tactic used in phishing campaigns to deceive individuals into thinking that a communication, either a letter, text or email, came from a trusted source and to leverage that to obtain further information or defraud the recipient.
- Avoid clicking on links or downloading attachments from suspicious emails.
- Register a warning on credit information free of charge at each of Canada's two credit bureaus to heighten security for any credit applications initiated:  
[www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts) and  
<https://www.equifax.ca/personal/education/identity/articles/-/learn/how-can-i-place-a-fraud-alert-on-my-equifax-credit-report>.
- For more information about preventing fraud and identity theft, visit [www.oxfordcounty.ca/it-incident-update](http://www.oxfordcounty.ca/it-incident-update).

### **For more information**

We apologize for any inconvenience or distress this incident may have caused you, and we assure you that we are taking it very seriously.

To the extent you have questions or concerns about this incident, please contact [privacy@oxfordcounty.ca](mailto:privacy@oxfordcounty.ca), and we will respond to your inquiry as quickly as we are able to.