

## How to Deal with a Privacy Breach of Your Personal Information

There are several steps you can take to protect your information if you receive notification of a privacy breach or believe that that you've been the victim of identity theft:

- Call Equifax and TransUnion Canada to get a copy of your Credit Report and review it for unusual activity.
- Fraud Alert: You may want to discuss with Equifax and TransUnion Canada whether you should have a fraud alert placed on your credit report.
- If you suspect that your Social Insurance Number (SIN) is being used fraudulently, Service Canada advises filing a complaint with the police.
- Alert the Canada Revenue Agency (CRA): You can report suspected tax fraud or identity theft with the CRA by calling them at 1-800-959-8281.
- Inform your bank, financial institutions, and creditors by phone and in writing about any irregularities.
- Report any irregularities in your mail delivery to Canada Post; for example, opened envelopes, missing financial statements or personal documents.
- Update or change your passwords and never share them. Always create strong passwords and use multifactor authentication where possible.
- Be alert to possible scams like phishing, where scammers send fake refund, penalty, or prize notifications to get you to respond with sensitive personal information, and calls posing as government or law enforcement demanding payment in an unusual way like cash, wire transfers, cryptocurrency, or gift cards.
- Never give out sensitive personal information, financial information or send money/gift cards to anyone who you haven't independently confirmed to be a trusted contact.
- Contact the Canadian Anti-Fraud Centre at 1-888-495-8501 to learn more about fraud, identity theft and scams affecting Canadians (<https://www.antifraudcentre-centreantifraude.ca/index-eng.htm>).
- For additional information on how to protect yourself,
  - [Identity theft and you - Office of the Privacy Commissioner of Canada](#)
  - [Identity theft, spam and fraud](#) – Canada.ca
  - [SIN Fraud and Data Breaches - Canada.ca](#)

