



Information about the December Laptop Theft

In early December, criminals broke into OTIP's office and stole three laptop computers. One of those laptops may have information that contained personal information about some of our members.

Looking after our members is the right thing to do. We will protect our members, and their privacy. We have hired a company that specializes in fraud prevention and detection to contact each affected member, and to work with them, if desired, to take steps to protect their information and identity.

Your identity is safe. In the unlikely event your identity is compromised as a result of this occurrence, a certified fraud restoration specialist will work on your behalf to correct the record and restore your credit rating and identity to its pre-theft condition.

1) What happened?

Late in the evening of December 3, 2009, thieves broke into OTIP's office by breaking a locked door. They broke into the cafeteria cash register, and also attempted to break into a closet containing office supplies and brochures. After breaking another door, they found three laptop computers locked to docking stations. The thieves broke the locks and escaped the building before security was able to respond to OTIP's monitored security alarm.

Waterloo Regional Police have said this appears to be a 'smash and grab' operation, with the intent to steal cash or objects easy to sell.

2) When did OTIP find out about this?

OTIP learned of the theft early on December 4, and immediately set about to determine what exactly was missing and what information was on the stolen laptops. As soon as we determined what member information may be involved, we began to create a plan to notify members who may be affected.

3) Were the criminals caught?

Not yet. OTIP is fully cooperating with Waterloo Regional Police. We have also taken a number of steps to improve security, including placing a live guard on site.

4) Were the stolen computers recovered?

Unfortunately not. While we never give up hope, common sense says that we may never see the laptops again.

5) Is my credit safe?

Your credit is safe. We say this for two reasons.

First, OTIP is taking steps to protect our members and their privacy. If your information was on one of the stolen laptops, you will receive a letter with a toll-free number. A trained specialist can address any specific concerns you may have, walk you through the steps to take to help safeguard your identity, and if necessary, help you restore your identity to pre-theft status, should there be an issue.

Second, only a small percentage of our members have been affected. If you don't receive a letter, your information was not on one of the stolen computers.

6) Who is affected?

Anyone whose information may have been compromised will receive a letter with a toll-free number to call for more information. The affected members are primarily Elementary Teachers of Toronto members, employed by the Toronto District School Board. The vast majority of OTIP members remain unaffected.

7) Does my union know? Does the Toronto District School Board know?

Yes, the Toronto District School Board has been informed as have all of the teacher unions in Ontario. They have expressed support for OTIP's plan to inform and protect the affected members.

8) What information has been stolen?

Since this is a public document, it would be irresponsible to divulge the exact nature of the information, where that information may or may not be discovered, or what format the information may be in. If you have received a letter, you can call the toll-free number and a trained specialist can provide you with specific information.

9) Is my data secure?

OTIP protects its members, and their personal information. We are committed to improving security, including placing a live guard on site. We are currently examining our policies and procedures to ensure this doesn't happen again. The vast majority of our member data remains secure. We are committed to ensuring it stays that way.

10) Is this going to cost me money?

Your rates will remain unchanged as a result of this occurrence. OTIP remains committed to offering stable insurance rates for our members. Notifying the affected members does come at a cost; however, since the vast majority of our member data remains secure, the pool of affected members is relatively small.

11) I did not get a letter. Who should I call?

If you did not receive a letter, your information continues to be secure.

If you are an Elementary Teachers of Toronto member and feel you should have received a letter, call OTIP Member Relations at 1-800-267-6847. We can check your name against a list of affected members, and if necessary, refer you to the appropriate services.

12) I have another question...

OTIP is committed to looking after our members! If you have a question or a suggestion, we'd love to hear from you. Please call OTIP Member Relations at 1-800-267-6847.