

Update on cybersecurity incident

Memorial University has notified impacted individuals of a privacy breach related to a cybersecurity incident identified on Dec. 29 at Grenfell Campus.

At the time of the incident, there was no evidence or reason to believe any personal information was involved. The university engaged a team of third-party cybersecurity specialists to assist with containment and recovery and to investigate the cause and extent of unauthorized network access. Due to the impact of the incident, that investigation took some time to complete.

On Feb. 2, 2024, Memorial learned that certain files involved in the incident may have contained personal information of a limited number of past and present students and employees of Grenfell Campus. At that point, the university engaged in a comprehensive review of those files to identify who and what data types were involved.

At the conclusion of this review, Memorial mailed letters to impacted individuals for whom it has contact information of the incident. They were given additional information on the incident; an avenue to contact Memorial's Privacy Office if they have questions or concerns; information about protecting personal information and an apology for the inconvenience caused by the breach. Additionally, complimentary 24-month credit monitoring services were offered to everyone whose banking information may have been impacted (fewer than five in total).

Memorial is not aware of any reports of identity theft, fraud or improper use of any personal information as a result of this incident, and the university has no reason to believe that such harms or misuse are likely to occur.

The university has reported the incident to both local and national law enforcement agencies as well as the Information and Privacy Commissioner of Newfoundland and Labrador. Memorial is cooperating fully with those authorities.

Protecting the privacy and security of information entrusted to Memorial is critically important.

A number of security features were in place across the Grenfell IT network at the time of this incident. Unfortunately, due to the rapidly evolving and sophisticated nature of cybersecurity threats, these incidents are not always preventable.

Since discovering the incident, Memorial has been working closely with cybersecurity experts to enhance security measures and practices to prevent a similar incident from occurring in future. The university is taking guidance from expert advisors and re-establishing services in a manner which optimizes both security and service restoration.

Cybersecurity awareness training is now available to all employees via my.mun.ca and information about how to protect against common threats to your information is [available online](#).