



For Immediate Release

October 22, 2021

Notice of privacy breach

ERIN, ON: The Town of Erin is notifying residents who are on the water billing cycle that there has been a breach of privacy affecting approximately 1,100 properties where names, addresses, account numbers and corresponding outstanding payments dues have been compromised.

No banking information has been breached or disclosed.

All affected residents will be receiving notifications via regular mail with details of the breach. The breach was as a result of a technical software issue that resulted in the printing of additional information on single utility bills. Immediate steps are being taken to ensure that the problem is rectified and does not occur again in the future.

The Town takes privacy matters extremely seriously and the Information and Privacy Commissioner of Ontario is being notified.

“We apologize for this incident and would like to assure our residents that the Town is fully committed to ensuring that we maintain the confidential information of all our residents in the most secure and safe manner,” commented Lisa Campion, Director of Legislative Services and the Town Clerk.

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The Town of Erin is home to nearly 12,000 rural and urban residents. It is focused on achieving stable growth and long-term sustainability, while creating a prosperous, healthy, environmentally progressive, livable, and inviting community through well managed municipal services, programs, assets and amenities.

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