



Sq'ewqel (Seabird Island)

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Notice to Community - Privacy Concerns

On behalf of Seabird Administration, we are writing to inform you of a recently reported issue in our maintenance ticketing system, relating to the visibility of certain user information. We take your privacy seriously, and we want to assure you that we are actively investigating and resolving this matter.

What We Know Right Now

Some users reported that when submitting a ticket, they were able to see information belonging to other users.

We have not found evidence so far of a widespread external breach or unauthorized access outside our user base—this appears to be an internal system challenge.

We are currently investigating precisely which fields were exposed, to which users, and how long the exposure lasted.

What We're Doing to Fix It

We have initiated an immediate, multi-step investigation and mitigation plan:

- We are temporarily restricting access to the ticketing view for certain fields while we evaluate and fix the issue.
- Our collective teams, together with the apps engineering support are collaboratively working on a resolve.
- We are preserving all logs, audit trails, and evidence to understand root cause and scope.
- After remediation, we will conduct an independent review or audit of the affected module to prevent recurrence.
- We are reviewing our vendor contract, security obligations, and vendor risk protocols to guard against future issues.
- Once resolved, we will notify all affected users and share findings as permissible.

What You Can Do

- If you see any information in your account that seems incorrect or belongs to someone else, please send it to privacy@seabirdisland.ca.
- We recommend that all users reset their passwords as a precaution (even though we have no indication of credential theft).
- Report any suspicious account activity immediately to us.

What We Will Report Back

As soon as our investigation is complete, we will send a follow-up message summarizing:

- The technical fix and control improvements we applied.
- Any changes in policy or vendor oversight we adopted.
- Steps you can take for your account (if any).

We regret any concern or inconvenience this has caused, and we appreciate your understanding and patience as we work diligently to resolve this. Our priority is your privacy, trust, and the reliable operation of our maintenance system.

Kind regards,

SIB Administration