

December 17, 2019

LifeLabs privacy breach: what you need to know

- LifeLabs has retained cybersecurity consultants to investigate the breach and ensure the security of its system.
- Lifelabs has advised us that the majority of their customers are in B.C., Ontario and Saskatchewan with very few customers in other locations. If you have visited a LifeLabs for a test or received a test/service from LifeLabs Genetics and Rocky Mountain Analytical, then it is likely your information is in their database.
- Our office is working with the Ontario privacy commissioner to investigate the breach. We will be looking at whether it could have been prevented, assessing LifeLabs' response to the breach, and reviewing what needs to be done to ensure it does not happen again.
- We will publicly release our findings and any potential recommendations once we have completed our investigation.

If you would like more information, LifeLabs has set up a dedicated phone line and posted information on their website. LifeLabs has indicated that any individual concerned about the incident can receive one free year of protection that includes web monitoring and identity theft insurance. You can visit LifeLabs at www.customernotice.lifelabs.com or call LifeLabs at **1-888-918-0467** for more information.

People affected by the breach are not required to file individual complaints with our office. Our investigation is already underway and we will release our findings and recommendations once it is completed. We are working together with the Ontario privacy commissioner to address the interests of everyone affected by this breach.

Read the [joint statement](#) from the BC and Ontario privacy offices.