Frequently Asked Questions: Cyber Incident

Questions About the Cybersecurity Incident and Follow-up

1. What happened and how did the Burnaby School District respond?

On Monday, September 21, 2026, the Burnaby School District discovered that an unauthorized third party had accessed its systems. The District immediately took action to contain the incident, engaged cybersecurity specialists to support the investigation and response, and notified the appropriate authorities. Staff also began restoring affected operations as safely and securely as possible. We also took steps to ensure that the school community was immediately notified and continued to be updated about these events.

2. I received a breach notice, how has my data been impacted?

During the ransomware attack, an unauthorized third party gained access to certain files through District systems. While we acted quickly to respond to and contain the incident, some information and records were placed at risk. The Burnaby School District is continuing to notify individuals about personal information that may have been placed at risk. Specifically, we are notifying staff and students about information that may have been accessed and potentially copied and stolen by the criminal actors responsible for the attack.

3. What authorities were notified?

The Burnaby School District reported the cyber incident to the Burnaby RCMP and to the Office of the Information and Privacy Commissioner for BC (OIPC).

4. Will I receive further updates?

As new information becomes available, the District has been sharing it with staff and families and we will continue to do so. In addition, we are notifying affected individuals as we continue to investigate and assess what information and records may have been impacted.

5. What are the next steps in the investigation?

We are continuing to conduct a comprehensive review of relevant files and systems, with support from cybersecurity and privacy specialists, to determine and confirm what personal information may have been affected and which individuals may be impacted. As reliable findings become available, we will provide notice to affected individuals and take any additional steps that may be

appropriate. We have also engaged specialists to monitor and alert us as to whether any impacted information from the Burnaby School District is circulating online.

Questions About Potential Personal Impact and Supports

6. How did you determine whether personal information may have been affected for staff, students, parents, or guardians?

The Burnaby School District, with assistance from cybersecurity and privacy specialists, is comprehensively reviewing the systems, files, and records potentially involved in the incident. Because this review is ongoing, conclusions may be updated as additional reliable information becomes available.

7. Are staff, students, parents, and guardians at increased risk of identity theft?

The level of risk depends on the nature and sensitivity of the personal information involved. We have issued identity theft protection services where appropriate. However, we encourage everyone, as a matter of good practice, to remain vigilant and protect themselves against identity theft. More information about how to protect yourself against identity theft can be found here.

8. What are you doing to support people with personal protection from identity theft?

As an added precaution, we are offering students registration with TransUnion's Fraud Alert Database. This is being offered in an abundance of caution and to support all families. Upon registration, the service will alert participating creditors to potential fraud involving registered students so that they can take additional steps to verify the applicant's identity before extending credit. Information about how to register was sent to all students' parents and/or guardians and directly to high school students on October 14. All staff were offered TransUnion's services earlier in October.

9. What personal information about students was compromised?

Fortunately, much of the sensitive information that the Burnaby School District maintains about students and their families was unaffected and remains secure. Affected information may have included:

- General information about students, parents, or guardians for 2024 and 2026, such as the parent's, guardian's, and student's names, contact information, the student's Personal Education Number, date of birth, the grade, school, and, if applicable, Ministry designation (code and brief description);

- Student registration information for students who enrolled in either 2024 or 2026, which would include completed registration forms and supporting documentation provided to establish residency. For example, in order to establish residency, families may submit documentation for citizenship, permanent resident documents, visas, or confirmation of residency through submission of identification, leases, or utility bills;
- Kindergarten assessment notes and projections for the period of 2021-2025, which includes information about student readiness for kindergarten and notes about the student's needs and complexities; and
- Lists of students receiving specialized learning assistance or supports together with a brief description of the support, (in some cases) diagnosis and/or nature and degree of the student's needs and complexities.

In a limited and smaller number of cases the following information has been affected: bus routing information, student intervention records and other student assessments. The District will send separate notifications to these affected students, parents, and/or guardians.

10. Are credit monitoring and identity theft protection services being offered to students, parents, and guardians?

Where the Burnaby School District determines that credit monitoring or identity theft protection is an appropriate precaution, eligible affected individuals will receive enrolment instructions directly. The notice will identify the service offered, the coverage period, any eligibility requirements, and how to obtain assistance with registration. Receiving an offer of these services does not mean that identity theft or fraud has occurred. In addition, all students may register with the Transunion Fraud Alert Database (see details above in answer to question 8).

11. What additional steps can people take to protect themselves from identity theft?

Individuals who receive a notification from the Burnaby School District should follow the specific protective steps outlined in that notice. As a matter of best practices, individuals should also take the following precautions. Remain alert for suspicious or unexpected emails, text messages, telephone calls, account activity, or requests for personal information or payment. Do not open unexpected attachments or links. Independently verify unusual requests using contact information from a trusted source. Use strong, unique passwords for important accounts, change any password that may have been reused or exposed, and enable multi-factor authentication where available. Review financial and other account statements regularly and promptly report unfamiliar activity to the relevant institution.

12. How long will it take for everyone who is affected to receive notice?

We are providing notice as soon as reasonably possible as reliable findings are confirmed. A cyber incident investigation can involve reviewing large volumes of technical data and records, confirming what information was involved, identifying the individuals connected to that information, and assessing the potential risks. We want notices to be accurate and useful rather than based on incomplete information.

13. Has the Burnaby School District determined the full extent of whose and what information has been impacted?

The investigation and review are ongoing. The Burnaby School District is working to determine the scope of the incident, including which records and individuals may have been affected. As additional affected individuals or categories of information are identified, we will provide further notices and updates as appropriate.

14. Will you tell people exactly what information was taken or copied about them, specifically?

Yes. As notices are provided to affected individuals, the Burnaby School District is providing detailed descriptions of the categories of the personal information determined to have been involved, together with an explanation of the assessed risks and recommended steps. Individuals who require clarification are invited to contact the Burnaby School District at Privacy.Officer@burnabyschools.ca.

15. Are all former employees affected by this incident?

No. Our investigation indicates that only certain former employees are affected. Whether an individual is impacted depends on the specific records involved in the incident. We are reviewing the affected data and are notifying individuals whose information is determined to have been involved.

16. Will you be notifying former students and/or former staff?

Our investigation is ongoing. As we identify information about former staff or students who may be affected, those individuals are and will be notified accordingly.

Questions About Additional Protections and Assistance

17. What protections are in place for minors who may have had their privacy impacted?

The Burnaby School District recognizes that personal information relating to children and youth requires particular care. Our review has included consideration of the specific impact of this incident on children and youth. Notice is being provided to all students' families, and more tailored notices are being and will be provided in cases where more sensitive student information has potentially been placed at risk.

18. Are you providing credit monitoring for all parents, as well?

We understand that parents may have questions about whether credit monitoring services will be provided. At this time, our investigation is ongoing. The need for credit monitoring depends on the nature of the information involved and the risks identified for affected individuals. Where our investigation determines that information creates a risk of identity theft, financial fraud, or other significant harm, support measures, which may include credit monitoring services, will be and are being considered and offered where appropriate.

19. What else is the Burnaby School District doing to protect individuals, whether staff, students, parents, or guardians?

In addition to investigating the incident and notifying affected individuals, the Burnaby School District has taken steps to contain the incident, restore affected operations safely, and strengthen safeguards. This work includes support from cybersecurity and privacy specialists, cooperation with appropriate authorities, and continued review of technical, administrative and procedural protections.

20. What should I do if I think I am the victim of fraud or identity theft?

If you believe you are the victim of fraud or identity theft, act promptly. Contact the financial institution, credit card issuer, service provider or government agency connected with the suspected activity; change passwords for affected accounts and enable multi-factor authentication where available; keep copies of relevant messages, statements and transaction records; and report the matter to the police.

Questions About How to Reach Someone Directly

21. How do I reach someone directly at the Burnaby School District to ask a question not covered by this FAQ?

Please email Privacy.Officer@burnabyschools.ca and a staff member will review your message and get back to you as quickly as possible.