



Community Healthcaring Kitchener-Waterloo

Date: Sept 1, 2026

Private & Confidential

Subject: Important Notice About Your Personal Information based on your activity on the Breastfeeding Buddies Website (user between the year 2020-2026)

We are writing to inform you of a privacy incident that may have involved your personal information. Protecting your privacy is very important to us, and we want to be transparent about what happened, what we are doing, and how you can protect yourself.

What Happened

On July 15th 2026, it was discovered that an unauthorized individual gained access to the Breastfeeding Buddies webpage and that they also had control for an extended period of time (between April 2026 till July 2026).

What Information Was Involved

Based on our investigation, the information affected may have included your first and last name, email address, home address with postal codes, age, gender, phone number, and some health information including baby's birth date, breastfeeding history/status, healthcare provider. At this time, there is no evidence that your information has been misused.

What We Have Done

As soon as we became aware of the incident, we took immediate steps to contain it, including disabling access and credentials to the website, took down the website, retrieved as much information we could collect and reached out to our higher-level Information Technology (IT) provider named Compass, along with hiring a private data forensic analyst to review the webpage. We have also reported the incident to the Information and Privacy Commissioner of Ontario as required on July 16 2026.

What You Can Do

While we believe the risk to you is moderate, we recommend you take the following precautions:

- Monitor your accounts and statements for unusual activity
- Report any suspicious activity to your financial institution or relevant authority **(even though no financial information was collected on the Breastfeeding Buddies webpage)**
- Consider placing a fraud alert or credit monitoring service on your file

Our Commitment to You

We deeply regret this incident and any concern it may cause. We are reviewing our policies, enhancing staff training, and implementing additional safeguards to prevent this from happening again.

If you have any questions or need assistance, please contact our Privacy Officer at:

Wajma Attayi 519-745-4404 ext 229 Wattayi@healthcaringkw.org

Sincerely,

Wajma Attayi

WAJMA ATTAYI (she/her)

DIRECTOR, PRIMARY CARE

PRIVACY OFFICER

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