

March 11, 2024

### **Re: Privacy Incident**

We have been advised that one of the companies that we use to prepare our yearbooks (Entourage) has experienced a cybersecurity incident. This incident may have impacted student and staff photo images. We take the privacy of our students and staff very seriously and your trust is of the utmost importance to us.

#### **What happened?**

We were advised that the company experienced a cyber incident on February 5, 2024, on its Canadian AWS cloud server due to a compromised username and password of one of its server accounts. We understand that the result was a ransomware attack where the threat actor removed photo images on that server.

You can find out more about the incident at: [Cyber Incident Updates » Edge Imaging](#)

#### **What was the extent of the cyber incident?**

We understand that unfortunately it is not possible to determine what photos were impacted, but that only 13 yearbook photos from Hepburn School were impacted by this incident. We also understand that the photos were likely candid shots and not specific photos of Hepburn School students or staff. We have been advised by Edge Imaging that the photos were “raw” and contained **no other identifying information** such as names, schools, grades, location, or captions. The photos span the last 24 months when Entourage was first engaged to support Edge Imaging’s yearbook services. Edge Imaging’s own IT systems were not accessed or affected at all. We have been advised that all Hepburn School photos have been recovered and that the threat actor deleted and did not share any Hepburn School photos.

#### **What are you doing about this?**

We have been in frequent discussions with Edge Imaging and Entourage to investigate the incident and to ensure that best practices for containment and future prevention are being followed. We are also providing this notice out of an abundance of caution and have been in contact with the Office of the Information and Privacy Commissioner of Saskatchewan.

#### **What is Entourage doing to prevent an incident like this in the future?**

Entourage has advised that they have put in place several mitigation measures to prevent a similar event in the future, including:

- taking the affected AWS cloud server offline to contain the breach;
- rotating all Entourage credentials as well as updating the credentials that were known to have been compromised;

- removing all credentials from all developers for the affected environment such that they no longer will have access to the Canada servers unless they are working on fixes for the affected installation;
- engaging a security audit firm to audit and monitor their platform to prevent this from happening again.

We understand that Entourage is working with the FBI in relation to the incident and is also continuing to make updates to the code and network security settings to further strengthen its security, among other measures.

Protecting the information of students and staff at Prairie Spirit School Division and Hepburn School is very important to us and we assure you that we are doing everything possible to protect the information of student and staff and to prevent any such incident in the future.

If you have any questions about this incident, please contact [privacyofficer@edgeimaging.ca](mailto:privacyofficer@edgeimaging.ca). We encourage you to contact the vendor's privacy officer for more information, but you may also contact the Office of the Information and Privacy Commissioner of Saskatchewan at: [Contact Us | IPC \(oipc.sk.ca\)](#)

Thank you for your understanding.

Sincerely,

A handwritten signature in black ink, appearing to read 'KMuench', with a stylized flourish at the end.

Kent Muench  
Learning Superintendent