



Canadian Standards
Association

QMI

CSA
International

January 21, 2008

Department of Justice
33 Capitol Street
Concord, NH
03301

Attention: Attorney General Kelly A. Ayotte

Re: Notice of Possible Unauthorized Access to Personal Information of New Hampshire Residents

Dear Ms. Ayotte:

I am writing this letter to inform you that Canadian Standards Association ("CSA") recently experienced a security breach of its Learning Centre web site server, which is located in Toronto, Canada. I was notified of this breach on December 20, 2007. The security breach may have resulted in unauthorized access to personal information, specifically names, addresses, credit card account numbers and card expiration dates provided to CSA by customers of our Learning Centre online store, including 1 New Hampshire resident.

Although the credit card numbers compromised were encrypted, there is some potential that the intruder may have had access to the encryption key. We therefore consider this to be a serious breach and have taken the following steps to address the situation:

We have contacted all customers who may be affected by this breach. On January 14, 2008, letters were mailed from our offices to the Learning Centre online store customers informing them of the breach. The letters suggested that these customers close their relevant credit card accounts, and provided information on preventing and detecting credit card fraud.

We have taken the affected CSA websites off-line. These sites are being reconstructed to ensure the security of our customers' information going forward.

- We have engaged computer forensics specialists who has helped us determine the extent of the breach and its implications. We have been provided with recommendations for improving a number of our security procedures.

We are in the process of planning short and long term initiatives to improve the security of our websites.

CSA takes privacy and information security very seriously. While we have no indication at this time that any of our online customers' personal information was actually retrieved or

misused, we felt it necessary to take the above steps to contain this security breach and prevent such a breach in the future.

If you have any questions or concerns about this matter or how it is being managed, please do not hesitate to contact me at 1-416-747-2256 or via e-mail at privacy@csagroup.org.

Sincerely,



Ellen Pekilis
Director, Corporate Legal Affairs
& Chief Privacy Officer
CSA Group
Tel: (416) 747-2256
Fax: (416) 747-2582

{date}

{first name, last name}

{street address}

{city, state, zip}

Re Notice of Possible Unauthorized Access to Your Personal Information

Dear {name}

Canadian Standards Association has recently noted a security breach in some of our web sites and is taking immediate action to address the situation. This security breach may have resulted in unauthorized access to your personal information, specifically your name, address, credit card account number and card expiration date.

CSA has taken the following steps to address the situation:

We have engaged a computer forensics specialist who has helped us determine the extent of the breach and its implications.

- We have taken potentially jeopardized CSA web sites off-line as a precautionary method while a complete analysis is done and requisite security issues are resolved.

We are in the process of notifying appropriate law enforcement authorities, regulators and/or data protection commissioners.

We suggest you take the following steps as a precautionary measure:

Contact your credit card company, notify them of this breach, and request that they monitor suspicious charges on your credit card in the future, or close the account and open a new one. If you open a new account, ask the credit card issuer to give you a PIN or password. This will help control access to the account.

Check your credit card for any unauthorized transactions and report them to your credit card company immediately.

Do not provide or confirm any personal data, such as your address or credit card account information, without knowledge of the requestor. CSA is NOT requesting this information from you, so any such request should be considered unauthorized.

Review your credit card, loan and other financial statements promptly upon receipt, and report any suspicious activity.

Learn how to protect yourself via:

- o Privacy Commissioner of Canada: http://www.privcom.gc.ca/fs-fi/02_05_d_10_e.asp
- o US Federal Trade Commission: <http://www.consumer.gov/idtheft/>

Check your credit bureau file. Here are contact details for the major credit reporting agencies:

- o Equifax (800) 525-6285 or www.equifax.com or www.equifax.ca
- o Experian (888) 397-3742 or www.experian.com
- o TransUnion (800) 680-7289 or www.transunion.com

You may also contact us directly if you have any questions by sending an email to information@csa.ca.

We sincerely regret any inconvenience or concern this incident may cause you. Please be assured we are taking all the necessary steps to resolve the situation quickly.

Sincerely,



Ellen Pekilis
Director
Corporate Legal Affairs & Chief Privacy Officer