

July 16, 2020

If you have ever applied to be a tenant at our rental properties at 140 or 150 Main Street West, Hamilton, we would like to inform you of an incident that may have affected your personal information.

The incident

On May 3, 2020, a break-in occurred at our property management office, located at 150 Main Street West, Hamilton, ON. A laptop was stolen. While we have implemented appropriate security measures at all of our properties, including this one, we were unfortunately the victim of a crime. On the laptop were saved a number of tenancy applications, along with documents supporting those applications, dating as far back as December 2016 for 150 Main & May 2017 for 140 Main. If you applied for a tenancy after this date, we believe that your tenancy application may have been on the laptop.

Information that may have been affected

The application included a form that may have contained: your name, phone number, e-mail address, home address, social insurance number, occupation and length of employment; information about your previous tenancy; emergency contact information; and (if applicable) post-secondary student information (school, program, expected graduation date). Your application may have also had supporting documents, which could have included your driver's license or passport information, as well as your pre-authorized payment information (i.e. a void cheque or similar banking details).

At this time, we have no evidence that suggests that the stolen laptop has been used online, and we have not received any reports of fraud.

Steps we have taken to mitigate any harm

We contacted the police immediately after the incident. They are investigating the break-in, and we will continue to cooperate with them as required. We are also in contact with local pawn shops to see if the laptop is sold.

Steps you may want to take to reduce any risk

If you believe you may have been affected, you may wish to take certain precautions. It is always a good idea to regularly monitor your banking and other accounts, and report any suspicious activity to the account provider. Even though we do not believe any password or account credentials were affected, you may also want to change your passwords as an extra step. You should be cautious about phone calls that purport to come from a government agency (such as the Canada Revenue Agency), and never provide your personal information or passwords to anyone who calls you unsolicited.

Credit monitoring

While we believe the risk of harm is small, we understand and appreciate that you may find this situation stressful. We would be pleased to reimburse you for the cost of credit monitoring for a year. If you choose to do so, you can select TransUnion or Equifax at their base credit monitoring level and provide us with a copy of the receipt. We would be happy to reimburse you.

We take our commitment to protecting personal information very seriously. We are truly sorry that this occurred, and for any inconvenience it may have caused you.

Please do not hesitate to contact me should you have any questions.

Sincerely,

Paul Smith | Chief Administrative Officer
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