

**Notice of Data Breach**

We are writing to inform you that personal information about you may have been involved in the recent cyberattack on Fitness Depot. This notice contains information about the incident that occurred, as well as services Fitness Depot is providing and additional steps you can take to protect yourself against any potential misuse of your personal information. Fitness Depot sincerely regrets that this incident occurred and takes the security of all customer information seriously.

**What Fitness Depot is Doing**

Fitness Depot is taking prompt action to notify potentially affected customers via email. We have taken measures that we believe are designed to remove the cyber criminal's access to our E-commerce system and we are monitoring for any signs of further activity or compromise.

**What Information Was Involved**

Fitness Depot believes that the cyber criminals may have accessed and or removed personal information relating to certain individuals who made purchases for delivery and or who made purchases for in-store pick up at one of our retail locations. The information accessed may have included for example; name, address, email address, telephone number, and credit card number used in the transaction.

**What Happened**

On May 22nd, 2020 Fitness Depot was informed of a potential data breach on transactions involving our E-commerce operations. Fitness Depot immediately shut down this service and launched an investigation. Based on our preliminary findings it appears our Internet Service Provider [ISP] neglected to activate the anti-virus software on our account. All of our transactions for E-commerce are through PayPal. It appears the cyber criminals were able to place a form on our Fitness Depot website that was misleading. Once our customers where redirected to this form the customer information was copied without the authorization or knowledge of Fitness Depot. This is how the personal information was captured and stolen. This data breach dates as far back as Feb 18, 2020. Only customers with home delivery were affected from 2020-02-18 through 2020-04-27. From 2020-04-28 until 2020-05-22 any customer that ordered product for Home delivery or ordered product for in-store pick-up could have been potentially affected.

**What You Can Do**

You should always remain vigilant for incidents of fraud and identity theft by, for example, regularly reviewing your account statements and monitoring free credit reports. If you discover any suspicious or unusual activity on your accounts or suspect identity theft or fraud, be sure to report it immediately to your financial institution. As of the writing of this notification, Fitness Depot has no knowledge that any of our customer information was compromised in any manner. If you feel that your personal customer information was in fact compromised in any way, please let us know immediately.

**In Closing**

We take the safety and security of your personal information very seriously. We apologize for any inconvenience and we want you to know we are here to answer any questions or concerns. Please contact us at [privacyofficer@fitnessdepot.ca](mailto:privacyofficer@fitnessdepot.ca)