

for immediate release
August 10, 2023

Alberta Dental Service Corporation Announces Data Security Incident

Edmonton, Alberta – Alberta Dental Service Corporation (ADSC) announced today that an outside third party gained unauthorized access to a portion of ADSC’s IT infrastructure, obtaining certain types of personal information relating to registrants enrolled in provincial government health benefit programs and health providers. The impacted information includes names, addresses, and potentially personal banking information. Corporate information of certain health providers also appears to be impacted.

On July 26, ADSC learned that certain data pertaining to public dental benefits programs it administers for the provincial government was implicated in a recent cybersecurity incident. ADSC took immediate action to prevent further unauthorized access. ADSC engaged leading cybersecurity experts to assist with containment, remediation, and to conduct a comprehensive forensic investigation into the nature and extent of the incident. Fortunately, ADSC was able to recover the affected systems and data from backups with only minimal data loss.

“We take the security of information in our care very seriously. Unfortunately, even with the most stringent measures in place, these incidents are not always preventable. ADSC would like to sincerely apologize to our valued clients and health providers and appreciates the worry this incident may cause. We’re in the process of reaching out through a variety of channels to those impacted,” said Lyle Best, the chairman of ADSC and Quikcard Solutions Inc.

In total, approximately 1.47 million individuals were compromised. Of those, less than 7,300 records contained personal banking information. Only those who proactively provided their banking details to ADSC could have had that information accessed. ADSC has completed a detailed review of the affected data to determine who was impacted. Impacted Albertans will be contacted directly and provided important tips on how to further safeguard their personal information. Those whose personal financial data was impacted will be offered complimentary credit monitoring.

ADSC has launched a dedicated webpage on its website (www.adsc.org/cyberincident) where Albertans who may have been impacted can contact for support and information. A call centre will be in place on Monday, August 14 by 6:00 am MST, and the number will be published on ADSC’s website that morning. Participants in public dental benefits programs and health providers are encouraged to use these tools to determine if their data was impacted, and if so, what type of information specifically.

ADSC has reported the incident to law enforcement. Further to that, as part of the comprehensive security review, ADSC has also implemented enhanced safeguards to better prevent against an

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incident of this nature from occurring in future. The investigation into the incident remains ongoing, and further measures will be taken if deemed appropriate.

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About the Alberta Dental Services Corporation

Alberta Dental Services Corporation (ADSC) is the not-for-profit corporation that was created to administer public dental benefits plans for various Government of Alberta programs. Utilizing the Quikcard platform and management team, ADSC has administered dental benefits for Alberta's Low-Income Health Benefits Programs for over 30 years and the Dental Assistance for Seniors Program (DASP) for the last eight years.

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