



October 22, 2026

Dear Families:

On October 14, 2026, the School Lunch Association became aware of a cybersecurity breach involving our online lunch ordering platform. We understand that this news may be concerning to families who place their trust in our organization, and we want to share what we know, the steps we have taken, and our commitment to keeping you informed.

Upon learning of this incident, we took immediate steps to secure the platform and mitigate risk to our participants. These actions included discontinuing its use and engaging IT service providers and cybersecurity experts to investigate.

While the investigation remains ongoing, the information currently available suggests that an unauthorized third party may have accessed names, phone numbers and email addresses. We are continuing to work to understand the full scope of the incident. We believe that the risk to our participants is low.

We recognize that families entrust us with more than their children's lunch orders. They place their confidence in our organization, and we take that responsibility seriously. We understand that news of this nature may cause concern, and we sincerely regret any uncertainty it may create for the families we serve.

More information is available under a Question and Answer section on our website, www.schoollunch.ca. We will share meaningful updates on that site. You can also reach us at privacysupport@schoollunch.ca.

In the meantime, the Department of Education and Early Childhood Development has expedited the transition to the provincial school lunch ordering system, which will be available for your orders later this afternoon (Thursday, October 22). Additional information on how to access the new site and place your orders will be sent in a follow-up email from the Department.

For nearly 40 years, the School Lunch Association has been proud to support children and families throughout Newfoundland and Labrador. Our dedicated staff remain focused on what matters most: ensuring children have access to nutritious meals in a welcoming and supportive school environment.

School Lunch Association

Providing nutritious school lunches and supporting Newfoundland and Labrador families since 1989.