

SUBJECT LINE: Notice of Data Breach



August 7, 2024

NOTICE OF DATA BREACH

What Happened?

On the evening of July 23, 2024, Pacific Oaks College was notified that an internal, non-public facing page of the Pacific Oaks College Community Site was publicly accessible. The purpose of the site was to gather Petitions for Degree Conferral.

What Information Was Involved?

While most of that information is directory information, as defined by the [Family Educational Rights and Privacy Act \(FERPA\)](#), preferred name to appear on the diploma, semester of degree conferral, and personal email address, are considered private and protected information under FERPA.

What Are We Doing?

Within an hour of being notified about the site, our team initiated the process to remove the site from public view. By the early hours of July 24, 2024, the site was removed from public access.

After removing the site, our IT Security Team did a thorough audit of our public facing sites and verified that no additional information was accessible.

What You Can Do.

Pacific Oaks has created an on-demand data security training that provides helpful knowledge on safeguarding yourself from email and text scams. If you would like to receive a link to complete this free training, please respond to this notification by Friday, August 23, 2024, at 5:00pm Pacific Time.

If you have concerns about exposure to your personal email address, it may be advisable to change email accounts.

You may also consider obtaining copies of your credit report from a consumer credit reporting company. Contact information for three nationwide reporting companies are listed below:

Equifax: <https://www.equifax.com/personal/contact-us/>

TransUnion: <https://www.transunion.com/customer-support/contact-us-consumers?atvy=%7B%22230312%22%3A%22Experience+B%22%7D>

Experian: <https://www.experian.com/contact/personal-services-contacts.html>

Other Important Information.

We are grateful to the students who notified us about the accessibility of the site, allowing us the opportunity to make the necessary security enhancements to protect your information.

We understand that this may have been distressing for you, and we apologize for any distress this may have caused.

For More Information:

If you have any questions, please reply to this email or contact your Dean of Students, Michael Patton, at postudentaffairs@pacificoaks.edu.



Pacific Oaks College is a proud affiliate of The Community Solution Education System, a nonprofit system of colleges advancing student success and community impact.

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