

Ceres Unified School District

“Committed to Excellence, Responsive to Every Student”

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[Date]

[NAME]

[ADDRESS]

NOTICE OF DATA INCIDENT

Dear Parent or Guardian of [NAME],

Recently, Illuminate, Inc. notified the Ceres Unified School District of an incident involving unauthorized access of student information which occurred between December 28, 2021-January 8, 2022. Illuminate is a third-party vendor that works with districts including Ceres Unified to provide educational services to students. The vendor believes that data pertaining to Ceres Unified students may have been among the information that was accessed.

What Happened?

Illuminate, Inc. reported that, upon detecting suspicious activity in a set of isolated applications, immediate steps were taken to secure the affected applications. In addition, an investigation was launched with external forensic specialists to determine the nature and scope of the activity. The investigation confirmed that certain databases containing student information were subject to unauthorized access.

What Information Was Involved?

Social security numbers and financial information were *not* accessed. Examples of information accessed are student names, enrollment, and demographic information. Although Illuminate, Inc. reports no evidence that the accessed information was subject to actual or attempted misuse, we have requested periodic updates in the event of any attempted use.

What is Being Done to Prevent Future Data Incidents?

Illuminate has changed the passwords of the impacted applications, reviewed its policies and procedures and implemented additional data security measures to protect student data. Ceres Unified will regularly seek updates on these efforts and request a third-party audit of the vendor's security practices if necessary. We will also continue to take extensive measures to protect the privacy of students' personal information.

What Can You Do?

We are informing you of this incident out of an abundance of caution and to provide assurance that we take this incident very seriously. As a precaution, Illuminate, Inc. has agreed to provide you with a complimentary 12-month membership to a credit monitoring service. The service monitors your credit report to notify you of key changes. It will also notify you if your child has a credit report, which is a potential sign of identity theft. If you are interested, please follow the instructions on the attached sheet.

Protecting your child's information is incredibly important to Ceres Unified, as is supporting you through this situation. If you need additional information, please contact me at 209-556-1500 or dpangrazio@ceres.k12.ca.us.

Sincerely,

Dan Pangrazio

Dan Pangrazio
Assistant Superintendent of Business Services

STEPS YOU CAN TAKE TO HELP PROTECT YOUR MINORS' PERSONAL INFORMATION

Enroll in Identity Monitoring

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 833-940-2288 or going to <https://respose.idx.us/illuminate> and using **Enrollment Code: [CODE]**. IDX representatives are available Monday through Friday from 9 am – 9 pm Eastern Time. Please note, the deadline to enroll is August 31, 2022.

Monitor Your Accounts

Typically, credit reporting agencies do not have a credit report in a minor's name. To find out if your minor has a credit report or to request a manual search for your minor's Social Security number each credit bureau has its own process. To learn more about these processes or to request these services, you may contact the credit bureaus by phone or in writing or you may visit the below websites:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/education/identity-theft/child-identity-theft/	https://www.experian.com/fraud/form-minor-child.html	https://www.transunion.com/credit-disputes/child-identity-theft-inquiry-form
1-800-685-1111	1-888-397-3742	1-888-909-8872
P.O. Box 105788 Atlanta, GA 30348-5788	P.O. Box 9554 Allen, TX 75013	P.O. Box 2000 Chester, PA 19016

To request information about the existence of a credit file in your minor's name, search for your minor's Social Security number, place a security freeze on your minor's credit file, place a fraud alert on your minor's credit report (if one exists), or request a copy of your minor's credit report you may be required to provide the following information:

- A copy of your driver's license or another government issued identification card, such as a state identification card, etc.;
- Proof of your address, such as a copy of a bank statement, utility bill, insurance statement, etc.;
- A copy of your minor's birth certificate;
- A copy of your minor's Social Security card;
- Your minor's full name including middle initial and generation, such as JR, SR, II, III, etc.;
- Your minor's date of birth; and
- Your minor's previous address for the past two years

Additional Information

We also recommend you review your minor's account statements from the past 12 to 24 months. If unauthorized activity is detected, notify law enforcement and the relevant financial institution. You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps individuals may take to protect personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if your minor experiences identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that your minor has been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.