illuminate education

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Notice of Data Breach

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Illuminate Education is an education company that provides applications and technology support to schools and school districts. Illuminate Education is writing on behalf of <<b2b_text_3 (IE customer name)>> regarding a January 2022 data security incident at Illuminate Education Inc. ("Illuminate"). Through further investigation, we have determined that some of your information was obtained without authorization. The purpose of this letter is to give you an overview of the data security incident, our response to it, and to let you know about the support we are offering to you.

What Happened.

On January 8, 2022, our data security team discovered suspicious activity on systems used to store customer data. The data security team immediately took the affected systems offline and hired expert analysts to investigate what happened.

The analysts confirmed that certain Illuminate databases were obtained without authorization at various times between December 28, 2021, and January 8, 2022. They also confirmed that the Illuminate cybersecurity team's actions on January 8th cut off any further unauthorized access. We then analyzed the data that was involved to determine whether it included information that required customer notification. Upon completion of this initial analysis, we provided the required notices to the applicable schools and districts, and where requested by the school or district, we also provided notice to the students whose data was involved.

Since then, and after further investigation, we have discovered that additional notifications were required which prompted today's notification to you.

What Information Was Involved.

The data involved may have included one or more of the following categories of personal information: student name, academic and behavior information, enrollment information, accommodation information, special education information, student disability code and description, date of birth, student identification number, and student demographic information. The types of student information involved varied by individual. We can confirm that the data involved did not contain Social Security numbers, credit card numbers, or bank account numbers.

What We Are Doing.

We are offering a complimentary year of credit monitoring (for those 18 or over). We have secured the services of Kroll, a global leader in risk mitigation and response, to provide this service at no cost to you. This service includes Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

We encourage you to take full advantage of this service by contacting Kroll with any questions and to activate the free credit monitoring services. Kroll representatives have been fully briefed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

- Visit **<<IDMonitoringURL>>** to activate and take advantage of your credit monitoring services.
- You have until **<<b2b_text_6 (activation date)>>** to activate your credit monitoring services.
- Membership Number: **<<Membership Number s_n>>**
- For more information about Kroll and your credit monitoring services, you can visit info.krollmonitoring.com

Additional information describing your services is included with this letter.

For more information.

If you have questions, please call <<TFN>>, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays.

Please note the deadline to activate is <<b2b_text_6 (activation date)>>.

What You Can Do.

We encourage you to remain vigilant of incidents of identity theft and fraud by reviewing your account statements and monitoring your credit reports for any unauthorized or suspicious activity. Any such activities should be reported to your financial institutions immediately. You may also review the enclosure that follows this letter for general guidance on how to protect your personal information.

Illuminate takes this matter very seriously and is committed to protecting the privacy and security of our students' information. We deeply regret any inconvenience or concern caused by this incident.

Sincerely,

[Signatory Name]
[Title]
Illuminate Education

Steps You Can Take to Help Protect Personal Information

Monitor Your Accounts

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

Should you wish to place a fraud alert or credit freeze, please contact the three (3) major credit reporting bureaus listed below. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338).

KROLL

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.