

Date:

09/21/2020

Subject:

Notice of Data Breach

Message:

Dear Parents:

Mount Diablo Unified School District (the “District”) is committed to protecting the confidentiality and security of our students’ information, and that of our parents. We are writing to address a recent incident that may have involved your data. This notice explains the incident, protective measures we have taken, and steps you can take in response.

What Happened?

On Monday, September 14, 2020, the District was informed that when certain parents were using the SchoolMessenger mobile application, they were able to view a list of roughly thirty (30) unique names, emails, and phone numbers not associated with their family. After initial verification of the incident, our district immediately contacted Intrado, which is the parent company for SchoolMessenger, to shut down all parent access to the SchoolMessenger application. In addition, together with Intrado, the District is working to investigate the specifics about what took place and how it can be prevented in the future.

What Information Was Involved?

Intrado has notified the District that due to their coding error, the SchoolMessenger application randomly disclosed other parent’s and student’s contact information (names, email, and phone numbers) to parents accessing their application.

What Are We Doing?

We at Mt. Diablo Unified School District take our responsibility of safeguarding the confidentiality and security of student and parent information very seriously. For that reason, we immediately required Interado to shut down the SchoolMessenger application, pending resolution of the coding error, and further investigation.

What Can You Do?

Even though we have no evidence that your personal contact information has been misused or was inadvertently released by SchoolMessenger, we want to let you know this incident happened and that we take it very seriously. We will take all steps to ensure student data is always protected and safeguarded by our third-party providers. Thus, the SchoolMessenger application will remain shut until as the District assesses its overall security, and considers alternatives. We apologize for any inconvenience this may cause you. If you have any questions, please call (925) 682-8000 x 4093 or email us at breachconcerns@mdusd.org.

Respectfully,

The Office of the Superintendent
on behalf of the Technology & Information Services Department
Mt. Diablo Unified School District