Dear Parent/Guardian:

San Leandro Unified School District (the "District") is committed to protecting the confidentiality and security of our students' information and that of their parents. We are writing to address a recent incident that involved your data. This notice explains the incident, measures that have been taken, and some steps you can take in response.

What Happened?
The District uses the Aeries Student Information System to provide students and their parents with online access to information regarding school events and schedules. In late November 2019, Aeries learned that an unauthorized individual exploited a vulnerability in the Aeries software that would allow access to student and parent information. Upon discovery, Aeries began an investigation and law enforcement launched an investigation to identify the person responsible, who Aeries believes is now in police custody. On May 5, 2020, Aeries notified the District that this individual may have accessed the District's Aeries System.

What Information Was Involved?
The information accessed by the perpetrator potentially included parent and/or student name, home address, phone number, email address, and hashed password - a form of rendering the actual password indecipherable to third parties - for the Aeries System.

What You Can Do
Even though we have no evidence that your personal information has been misused, we wanted to let you know this happened and assure you we take it very seriously. Even though the password itself was not accessed, it is possible that an individual with enough time and skill could eventually decipher the password. Therefore, out of an abundance of caution, you will be required to change your password the next time you sign into your account. Additionally, if you use the same password for other online accounts, we recommend changing the password for those accounts as well.

What We Are Doing
We understand the importance of protecting the privacy and security of personal information, and we regret any inconvenience or concern this incident may cause. In order to avoid the possibility of unauthorized access to the accounts involved, we are requiring all account holders whose accounts were involved to change their passwords. To help prevent something like this from happening again in the future, we installed the software patch that Aeries made available to remedy the vulnerability that allowed the unauthorized individual to access our Aeries system. In addition, we and Aeries are reviewing our existing policies and procedures to mitigate any risk associated with this incident and to better prevent future incidents.

For More Information
We apologize for any inconvenience this may cause you. If you have any questions, please call 510-667-6207 or email lsimon@slusd.us.

Sincerely,
Larry Simon
Chief Technology Officer
San Leandro Unified School District