

The O'Farrell Charter Schools
Staff and Family Communication
Sent 1/17/25 and 1/31/25

Dear Staff,

1/17/25

We want to inform you about a recent cybersecurity incident involving PowerSchool, the software vendor that provides our Student Information System (SIS).

On January 7, 2025, we were notified by PowerSchool that a cybersecurity incident had been discovered on December 28, 2024. **Initially, we were assured by Powerschool that The O'Farrell Charter School was not affected.** However, after further investigation on the part of our IT team and continued communication with Powerschool, we received updated information today, January 17, 2025, confirming that some data belonging to our school's families and staff was compromised.

The compromised data primarily includes contact information such as names and addresses. PowerSchool has indicated that across their customer base, some personally identifiable information (PII), including social security numbers (SSNs) and medical information, may have been affected. They are still determining whether PII specific to our school community was impacted. **If any staff members are affected, PowerSchool will offer support services such as credit monitoring or identity protection.**

Our Commitment to Data Security

We understand the critical importance of protecting your personal information and student information. While the cybersecurity event was with a third party vendor, in response to this incident, we have taken immediate steps to enhance the security of our systems and platforms. In response to this incident, our internal team has taken immediate steps to strengthen the cybersecurity of our network, platforms, and data. These measures include:

- Conducting a thorough review of our security protocols and practices
- Enhancing monitoring systems to detect and respond to potential threats swiftly.
- Immediately implementing strengthened cybersecurity measures
- Collaborating closely with cybersecurity experts to ensure the effectiveness of our security enhancements.

Ongoing Communication and Support

We have reinforced our expectations with PowerSchool to ensure they adhere to the highest standards of data security. We will continue to monitor the situation closely and provide you with updates as more information becomes available.

We will be notifying families within the next twenty four hours. Your trust and security are our top priorities. We appreciate your cooperation and understanding as we navigate this situation.

Dear Families,

1/17/25

We are writing to inform you of a recent cybersecurity incident involving PowerSchool, the software vendor that provides our Student Information System (SIS).

On January 7, 2025, we were notified by PowerSchool that a cybersecurity incident had been discovered on December 28, 2024. **At that time, we were assured that The O'Farrell Charter School was not affected.** However, out of an abundance of caution, our team immediately engaged with PowerSchool to seek confirmation that no student or staff data had been compromised.

Today, January 17, 2025, we received updated information from Powerschool confirming that some data belonging to The O'Farrell Charter School's families and educators was compromised. PowerSchool has assured us that the situation has been contained and that steps have been taken to prevent the misuse of the information.

The compromised data primarily includes parent and student contact information, such as names and addresses. Additionally, PowerSchool has determined that, across their customer base, some personally identifiable information (PII), including social security numbers (SSNs) and medical information, was affected. They are still investigating whether PII specific to our students was impacted. **If your student's PII is found to be compromised, PowerSchool will offer support services such as credit monitoring or identity protection.**

Our Commitment to Your Data Security

We want to reassure you that the security and privacy of our students and families are of utmost importance to us. While the cybersecurity event was with a third party vendor, in response to this incident, we have taken immediate steps to enhance the security of our systems and platforms. These measures include:

- Conducting a thorough review of our security protocols and practices
- Enhancing monitoring systems to detect and respond to potential threats swiftly.
- Immediately implementing strengthened cybersecurity measures

- Collaborating closely with cybersecurity experts to ensure the effectiveness of our security enhancements.

Continued Vigilance and Support

We have also emphasized to PowerSchool the necessity of upholding the highest data security standards. We are committed to keeping you informed with timely updates as we receive more information.

We understand the concern this situation may cause and are dedicated to supporting our community. Thank you for your trust in The O'Farrell Charter School. We remain committed to ensuring a safe and secure digital environment for all our students and families.

Communication to Families and Staff

1/31/25

Dear O'Farrell Charter Schools Family,

1/31/25

We are writing to update you regarding the recent cybersecurity incident involving PowerSchool, the software vendor that provides our Student Information System (SIS). On January 29, 2025, PowerSchool initiated the process of notifying individuals whose information was determined to be involved.

As previously mentioned, PowerSchool has engaged Experian, a trusted credit reporting agency, to provide complimentary identity protection and credit monitoring services to current and former students and educators that had information exfiltrated from PowerSchool SIS. PowerSchool is doing this regardless of whether an individual's Social Security Number was exfiltrated. In the coming weeks, Experian (on behalf of PowerSchool) will be distributing direct email notifications to involved individuals (or their parent/guardian, as applicable) for whom PowerSchool has sufficient contact information.

Additionally, PowerSchool has worked with Experian to set up a dedicated, toll-free call center to answer any questions associated with these offerings and the incident. All the information regarding the activation of and access to these services will be included in the email sent to you by Experian. Whether or not you receive an email, you may also visit PowerSchool's website to learn how to activate the offering from Experian, linked here:

<http://www.powerschool.com/security/sis-incident/notice-of-united-states-data-breach/>

Protecting our students and teachers remains a top priority. Thank you again for all of your support and understanding during this time.

Dear Staff,

1/31/25

We are writing to update you regarding the recent cybersecurity incident involving PowerSchool, the software vendor that provides our Student Information System (SIS).

Today, January 29, 2025, PowerSchool initiated the process of notifying individuals whose information was determined to be involved.

As previously mentioned, PowerSchool has engaged Experian, a trusted credit reporting agency, to provide complimentary identity protection and credit monitoring services to current and former students and educators that had information exfiltrated from PowerSchool SIS. PowerSchool is doing this regardless of whether an individual's Social Security Number was exfiltrated. In the coming weeks, Experian (on behalf of PowerSchool) will be distributing direct email notifications to involved individuals for whom PowerSchool has sufficient contact information.

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Protecting our students and teachers remains our top priority. Thank you again for all of your support and understanding during this time.