Important: PowerSchool Cybersecurity Incident

Roberta Zarea • 22 days ago • Thursday, Jan 9 at 5:34 PM • **Portola Valley School District, Board of Trustees, District Leadership Team (Cabinet)**

Dear PVSD Families

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

On Tuesday, January 7, 2025, PowerSchool informed our leadership team that they experienced a cybersecurity incident involving unauthorized access to certain PowerSchool SIS customer data. Unfortunately, they have confirmed that the information belongs to some of PVSD's families and educators.

PowerSchool informed us that the taken data primarily includes parent and student contact information with data elements such as name and address information. Across their customer base, they have determined that for a portion of individuals, some personally identifiable information (PII), such as social security numbers (SSN) and medical information, was impacted. They are working with urgency to complete their investigation and determine whether PII belonging to our students was included.

Protecting our students is something we take seriously. With PowerSchool's help, more information and resources (including credit monitoring or identity protection services if applicable) will be provided to you as it becomes available.

Thank you for your patience and understanding.

Sincerely,

Roberta