

Updated January 22, 2025

PowerSchool Cybersecurity Incident – Canadian Customer FAQs

1. What is the timeline for providing notification information to schools, educators and families in Canada?

On January 22, 2025, PowerSchool shared next steps with affected Canadian customers, outlining next steps regarding individual notifications and identity protection and credit monitoring.

PowerSchool will be offering two years of complimentary identity protection services for all students and educators whose information was exfiltrated from your PowerSchool SIS, which will also include two years of complimentary credit monitoring services for all adult students and educators whose information was involved, regardless of whether an individual's Social Insurance Number was exfiltrated.

Starting in the next few weeks, PowerSchool will be handling notifications to involved individuals on behalf of our affected customers.

2. Is PowerSchool offering identity protection and credit monitoring?

Yes. PowerSchool has engaged Experian and TransUnion, trusted credit reporting agencies, to offer complimentary identity protection and credit monitoring services to all students and educators whose information from your PowerSchool SIS was involved. The offered credit monitoring services, which will be available for those who have reached the age of majority, will be provided by TransUnion; the offered identity protection services, which will be available for all involved students and educators, will be provided by Experian. This offer is being provided regardless of whether an individual's Social Insurance Number was exfiltrated.

- *Identity Protection:* PowerSchool will be offering two years of complimentary identity protection services, which will be provided by Experian, for all students and educators whose information was involved.
- *Credit Monitoring:* PowerSchool will also be offering two years of complimentary credit monitoring services, which will be provided by TransUnion, for all students and educators who have reached the age of majority whose information was involved. This service is being provided by TransUnion because Experian does not offer credit monitoring in Canada.

3. Who are you using for notification and credit monitoring?

PowerSchool has engaged Experian and TransUnion, trusted credit reporting agencies, who will be helping us to provide these services. The offered credit monitoring services, which will be available for those who have reached the age of majority, will be provided by TransUnion; the offered identity protection services, which will be available for all involved students and educators, will be provided by Experian. Credit monitoring is being provided by TransUnion because Experian does not offer credit monitoring in Canada.

4. Will you be notifying all students and educators with information involved and if so, when?

In coordination with Experian and TransUnion, starting in the next few weeks PowerSchool will provide notice on behalf of our customers to students, parents / guardians and educators, as applicable, whose information was involved. The notice will include the identity protection and credit monitoring services offer (as applicable).

5. What data was exfiltrated from my SIS?

For involved students and educators, the types of information exfiltrated in the incident included one or more of the following: the individual's name, contact information, date of birth, limited medical alert information, Social Insurance Number (SIN), and other related information. Due to differences in customer requirements, the information exfiltrated for any given individual varied across our customer base.

6. Will students and educators receive credit monitoring even if their SIN wasn't involved?

Yes. PowerSchool will be offering two years of complimentary identity protection services for all students and educators whose information was involved and will also be offering two years of complimentary credit monitoring services for all students and educators who have reached the age of majority whose information was involved. We are doing this regardless of whether an individual's Social Insurance Number was exfiltrated.

7. How will students and educators be notified if their information was involved?

PowerSchool will publish the notice on its website, circulate the notice to local media, and send the notice to email addresses, where available, of involved students and educators.

The notice received by each individual will include a description of the categories of personal information that were exfiltrated and the identity protection and credit monitoring services offered to students and educators (as applicable). We will also provide you a link to the notification if you would like to share with your community. Experian will also provide a call center to answer questions from the community.

8. I last heard from PowerSchool on January 7, what have you been doing since then?

Since our initial outreach on January 7, we have been focused on collaborating and assessing the scope of data involved with each of the customers and finalizing the contractual engagements with Experian and TransUnion to provide identity protection and credit monitoring for students and educators involved (as applicable) and working out the details of a plan for conducting notification on our customers' behalf.

9. Can you tell me how many and which students and educators in my district/school were involved?

We are also in the process of providing you a secure self-service tool in your PowerSchool SIS that will allow you to generate a report that will help you understand the scope of the information exfiltrated.

10. I'm a non-PowerSchool SIS customer, was I impacted?

No, we do not believe you were impacted.

12. If PowerSchool does notify individuals on my behalf, will it cost me anything?

No, it will not.

13. Will the notice to individuals mention my school or district?

No, it will not.

14. How will credit monitoring enrollment work?

The offered credit monitoring services, which will be available for involved students and educators who have reached the age of majority, will be provided by TransUnion; the offered identity protection services, which will be available for all involved students and educators, will be provided by Experian. Credit monitoring is being provided by TransUnion because Experian does not offer credit monitoring in Canada. Details on how to enroll will be included as part of individual notifications. As the offer is specific to this incident, the details contained in the enrollment notification will be required to enroll and cannot be obtained directly from Experian or TransUnion. The individual notifications will also include contact information for a call center to assist individuals with enrollment as needed.

15. Where can students, families and educators go if they have questions?

Once notices are distributed, Experian will also provide a call center to answer questions from the community.

16. Will you be supporting notice to regulators?

PowerSchool will provide notification on your behalf to the necessary privacy regulators.

17. I am an on-premise customer and would like to have PowerSchool conduct notice on my behalf.

If you are an on-premise PowerSchool SIS customer who would like PowerSchool to complete these notification processes on your behalf, please contact PowerSchool Customer Support or your designated CSM by no later than January 27, 2025. If you do not wish for PowerSchool to complete these notifications on your behalf, we will provide you a link and a relevant communication in the coming weeks that you can use to notify involved individuals since we do not have access to your SIS data; however, we will need to collect certain information from you to offer credit monitoring services, provided by TransUnion, to involved students and educators who have reached the age of majority in your community.

18. If I am a customer outside of Canada, when will I be informed of next steps?

We hope to have next steps for you soon.

19. If we have received conflicting email notifications (i.e. we were not part of the incident and also a separate email notice that we are part of the incident) – what should we believe and how do we get clarity?

If a customer's PowerSchool SIS was involved, an initial communication was sent to their PowerSchool SIS Technical Contacts indicating such. We also sent a general contact communication shortly thereafter explaining that we do not believe that PowerSchool products other than PowerSchool SIS were affected. If you received both communications, only certain PowerSchool SIS data was involved. Please contact your CSM at PowerSchool with any questions.

20. We understand the eSchoolPlus student information system product is not affected, but was DEX (part of the PS Ed-Fi architecture) compromised?

We have no evidence that either eSchool PLUS or DEX (part of the PS Ed-Fi architecture) were compromised.

21. How did PowerSchool determine the specific contact person(s) to send email notifications at my organization?

We reached out to Technical Contacts for all customers whose PowerSchool SIS data was involved on January 7, 2025. If you would like to update your Technical Contacts, please review your account page in Community.

22. I need more information about the incident for insurance or regulatory compliance reasons.

How do I get this?

We are taking steps to ensure the appropriate supportive resources (including regulatory filing information and notification letters) are made available for customers. As we have more definitive information on our timeline, we will share that accordingly.

We are also in the process of providing you a secure self-service tool in your PowerSchool SIS that will allow you to generate a report that will help you understand the scope of the information exfiltrated.

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