



COMMUNITY SCHOOL  
of Naples

### **Notice of Data Security Incident**

**What Happened** On May 18 and September 8, 2023, Community School of Naples (“CSN”) experienced network security incidents that involved unauthorized parties gaining access to our network environment. Upon detecting the incidents, we immediately shut off all access to the network and engaged a specialized third-party forensic incident response firm to assist with securing the network environment and investigating the extent of unauthorized activity. Our investigation determined an unauthorized third party may have acquired certain individual personal information during these incidents. **CSN is providing written notice to all impacted individuals. CSN has no reason to believe that any individual’s information has been misused as a result of these events.** As of this writing, CSN has not received any reports of misuse of information and/or related identity theft since the date the initial incident was discovered (May 18, 2023 to present).

This notice is intended to alert and inform the CSN community of the potential data security incidents and steps we are taking in response. CSN takes the privacy and security of information in its possession very seriously and sincerely apologizes for any inconvenience this incident may cause.

**What We Are Doing** Security and privacy of personal data is among our highest priorities. Upon detecting the incidents, we moved quickly to initiate a response, which included conducting an investigation with the assistance of IT specialists and confirming the security of our network environment. We have made immediate enhancements to our systems, security and practices. We are committed to helping those people who may have been impacted by this unfortunate situation.

The notification letter to the potentially impacted individuals includes steps that they can take to protect their information. In order to address any concerns and mitigate any exposure or risk of harm following this incident, CSN has arranged for complimentary credit monitoring services and identity theft protection services to all potentially impacted individuals at no cost to them for a period of twelve months. CSN recommends that individuals enroll in the services provided and follow the recommendations contained within the notification letter to ensure their information is protected.

**For More Information** For individuals seeking more information or questions about this incident, please call the please call CSN’s dedicated toll-free helpline at 1-833-961-7654, Monday through Friday, 8:00 a.m. to 8:00 p.m. ET, excluding holidays, for assistance or for any additional questions you may have.

Thank you for entrusting CSN with your child’s educational needs. We value the security of the personal data that we maintain, and understand the frustration, concern, and inconvenience that this incident may have caused. We look forward to continuing to provide high quality education to your children.