
FAMILY LETTER

Subject: PowerSchool Cybersecurity Incident

Mustang Families,

We are writing to inform you about a recent global cybersecurity incident involving PowerSchool, a software vendor that provides our Student Information System (SIS). This incident has impacted schools and educational institutions worldwide, including Mustang Public Schools.

On Tuesday, January 7, 2025, PowerSchool notified us of unauthorized access to certain customer data within their system. It is important to emphasize that this breach was specific to PowerSchool's platform and did not involve Mustang Public Schools' servers or internal systems.

At the time of notification, PowerSchool indicated that their investigation was ongoing and more information would be forthcoming. As a result, we chose to wait until we could verify whether this incident impacted any Mustang-specific data. During a webinar late last week, PowerSchool confirmed that some Mustang data was included in the compromised information.

PowerSchool has also confirmed that while some personally identifiable information (PII), including Social Security numbers (SSNs), was accessed across their global customer base, **no student SSNs were stored in the affected student data for Mustang Public Schools**. The data impacted was limited to records stored in PowerSchool's Teacher Table and Student Table, which include contact details such as names/addresses (including parent/guardian), DOB, grade levels, phone numbers, ethnicity, student alerts (if present), state student ID numbers, and emergency contacts.

PowerSchool has assured us that the accessed data will not be shared, has been subsequently deleted (with no copies made), and poses no further risk. They are also committed to providing affected individuals with additional resources as needed. Additionally, as of 3:00pm today, they have set up a website with information and FAQs: <https://www.powerschool.com/security/sis-incident/>. Should you wish to contact PowerSchool directly, the following information is available on their website: 877-873-1550 or Security@PowerSchool.com.

We understand that news of this incident may cause concern, and we share your frustration. Please know that protecting the privacy of our students, staff, and families is a top priority for us. This incident highlights the importance of the data security measures we've implemented over the last several years to better protect sensitive information. We remain fully committed to keeping you informed and ensuring the safety of our current systems.

We are working closely with PowerSchool to address this matter and will provide further updates as they become available. 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 they become available. We will be in touch with additional information as we receive it.

As always, thank you for your understanding and continued trust in and support of Mustang Public Schools.