



HERTFORD COUNTY PUBLIC SCHOOLS

HCPS, serving as a cornerstone of our community, will prepare graduates who are ready to meet the global challenges of education, career, and life.

701 North Martin Street · P.O. Box 158 · Winton, North Carolina 27986 · Phone (252)358-1761 · FAX (252) 358-4745

1/22/2025

Subject: HCPS Update to PowerSchool Cybersecurity Incident

Dear Parents and Staff,

Hertford County Public Schools (HCPS) has received additional information from PowerSchool concerning the data breach. The relevant information has been shared below on PowerSchool's letterhead.

To consolidate communication and ensure everyone is updated, we will post this update to the page on our website, which allows you to subscribe for updates and contains all of our communications and other shared information. Please access that page at <https://www.hertford.k12.nc.us/Page/3186>.

For questions or concerns, please reference the page that PowerSchool has developed for your support. <https://www.powerschool.com/security/sis-incident/>.

North Carolina residents can learn more about preventing identity theft from the North Carolina Office of the Attorney General by visiting their website at <https://ncdoj.gov/protecting-consumers/identity-theft/>, calling 1.877.566.7226, or requesting more information from the North Carolina Attorney General's Office, 9001 Mail Service Center Raleigh, NC 27699-9001.

At this point, we are awaiting further information from PowerSchool concerning the set up of a call center and enrollment codes for the credit monitoring and identity protection mentioned below. Once that information is received, we will communicate it with you.



Dear PowerSchool SIS Customer,

Thank you for your continued patience and partnership as we address the recent cybersecurity incident. Over the last few weeks, we have been focused on assessing the scope of data involved, making further enhancements to our cybersecurity defenses, and developing a plan to help you and our shared community.

As a PowerSchool SIS customer whose information was involved, we are writing to provide you with updates on several important next steps:

Identity Protection and Credit Monitoring Services: PowerSchool has engaged Experian, a trusted credit reporting agency, to offer complimentary identity protection and credit monitoring services to all students and educators whose information from the PowerSchool SIS was involved. This offer is being provided regardless of whether an individual's Social Security number was exfiltrated.

Identity Protection: PowerSchool will be offering two years of complimentary identity protection services for all students and educators whose information was involved.

Credit Monitoring: PowerSchool will also be offering two years of complimentary credit monitoring services for all adult students and educators whose information was involved.

Notifications: Starting in the next few weeks, PowerSchool will be handling notifications to involved individuals and relevant state attorney general offices on your behalf. We hope to relieve the burden of these notifications on you and your institution.

Community: PowerSchool will coordinate with Experian, to provide notice on your behalf to students (or their parents / guardians if the student is under 18) and educators, as applicable, whose information was involved, as well as a call center to answer questions from the community. The notice will include the identity protection and credit monitoring services offered.

Regulatory: PowerSchool will provide notification on your behalf to relevant state attorney general offices.

PowerSchool intends to begin the notification process for relevant students, parents/guardians of students, educators, and state attorney general offices (as applicable) in the next few weeks.

Until you receive further notification from Experian, you are encouraged to remain vigilant against incidents of identity theft and fraud by reviewing account statements for suspicious activity. PowerSchool will never contact you by phone or email to request your personal or account information.

GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

It is always advisable to regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at <https://www.annualcreditreport.com/index.action> by calling toll-free 1.877.322.8228 or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

- **Equifax**, P.O. Box 740241, Atlanta, GA 30374-0241. 1.800.685.1111. www.equifax.com
- **Experian**, P.O. Box 9532, Allen, TX 75013. 1.888.397.3742. www.experian.com
- **TransUnion**, Consumer Disclosure Center, P.O. Box 1000, Chester, PA 19016. 1.800.888.4213. www.transunion.com

Fraud Alert: You may contact the fraud department of the three major credit bureaus to request that a “fraud alert” be placed on your file. A fraud alert notifies potential lenders to verify your identification before extending credit in your name.

Equifax:	Report Fraud:	1.888.378.4329
Experian:	Report Fraud:	1.888.397.3742
TransUnion:	Report Fraud:	1.800.680.7289

Security Freeze for Credit Reporting Agencies: You may request a security freeze on your credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. It is free to place, lift, or remove a security freeze. You must separately place a security freeze on your credit report at each credit bureau. To do so, you must contact the credit bureaus by phone, mail, or secure electronic means:

- Equifax: P.O. Box 105788, Atlanta, GA 30348, 1.888.298.0045, www.Equifax.com
- Experian: P.O. Box 9554, Allen, TX 75013, 1.888.397.3742, www.Experian.com
- TransUnion: P.O. Box 160, Woodlyn, PA 19094, 1.800.916.8800, www.TransUnion.com

To request a security freeze, you will need to provide the following:

- Your full name (including middle initial, Jr., Sr., Roman numerals, etc.),
- Social Security number
- Date of birth
- Address(es) where you have lived over the prior five years
- Proof of current address, such as a current utility bill

- A photocopy of a government-issued ID card
- If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

If you request a freeze online or by phone, the agency must place the freeze within one business day. The credit bureaus have three business days after receiving a request by mail to place a security freeze on your credit report, and they must also send confirmation to you within five business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze. To lift the freeze to allow a specific entity or individual access to your credit report, you must contact the credit reporting agencies and include (1) proper identification; (2) the PIN number or password provided to you when you placed the security freeze; and (3) the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available.

You also have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit

http://files.consumerfinance.gov/f/documents/bcfp_consumer-rights-summary_2018-09.pdf or <http://www.ftc.gov>.

Steps You Can Take if You Are a Victim of Identity Theft

- File a police report. Get a copy of the report to submit to your creditors and others who may require proof of a crime.
- Contact the U.S. Federal Trade Commission (FTC). The FTC provides useful information to identity theft victims and maintains a database of identity theft cases for use by law enforcement agencies.
- File a report with the FTC by calling the FTC's Identity Theft Hotline: 1-877-IDTHEFT (438-4338); online at <http://www.ftc.gov/idtheft>; or by mail at Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580.
- Keep a record of your contacts. Start a file with copies of your credit reports, the police reports, any correspondence, and copies of disputed bills. It is helpful to log conversations with creditors, law enforcement officials, and other relevant parties.

Additional Steps to Avoid Identity Theft: The FTC has further information about steps to take to avoid identity theft at <http://www.ftc.gov/idtheft>; calling 1-877-IDTHEFT (438-4338); or write to Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580

North Carolina residents can learn more about preventing identity theft from the North Carolina Office of the Attorney General, by visiting their web site at <https://ncdoj.gov/protecting-consumers/identity-theft/>, calling 1.877.566.7226 or requesting more information from the North Carolina Attorney General's Office, 9001 Mail Service Center Raleigh, NC 27699-9001.