



May 22, 2025

Dear CAIU Staff:

We are writing to inform you of a recent development related to the cybersecurity incident PowerSchool experienced in December 2024.

PowerSchool recently became aware that a threat actor has reached out to some PowerSchool Student Information System (SIS) customers in an attempt to extort them using data from the previously reported December 2024 incident. PowerSchool does not believe this is a new incident, rather an additional attempt at extortion. To ensure everyone remains informed, PowerSchool let all affected subscribers know so that everyone is aware should they be contacted.

The CAIU has not been contacted directly with any attempts to extort payment for the stolen data. Further, to our knowledge, no one from the CAIU region affected by the breach has been contacted by the threat actors seeking payment. It is unlikely, but **if you are contacted by a threat actor, do not pay them. Please contact law enforcement and notify the CAIU.**

In the days following PowerSchool's discovery of the December 2024 incident, they made the decision to pay a ransom because they believed it to be in the best interest of their customers and the students and communities they serve. Historically, the ransom pay has proven successful in leading to the bad actor deleting the data that they stole. Unfortunately, it doesn't guarantee that the bad actor follows through on their commitment to delete the data.

In light of this, the CAIU wants to issue a reminder that following the December 2024 incident, PowerSchool offered and made widely available credit monitoring and identity protection services for a period of two years to students and faculty of PowerSchool SIS customers, regardless of whether they were individually involved. This is absolutely the best way to protect yourself. We strongly encourage you to take this opportunity as an added layer of precaution if you have not already done so.

Information about credit monitoring and identity protection services and enrollment can be found on our website: <https://www.caiu.org/community/notices/powerschool> (<https://bit.ly/4jcibOw>)



Please note that the deadline to register for this credit monitoring is July 31, 2025.

Executive Director, CAIU