



**Northeastern
Catholic District**
SCHOOL BOARD

A place where we all belong.

February 5, 2025

Dear NCDSB Students and Families,

The Northeastern Catholic District School Board (NCDSB) is committed to transparency and protecting the information entrusted to us. Following the initial correspondence to families in January 2025, we are providing this update to share additional details about the recent data breach involving PowerSchool, our student information system provider.

WHAT HAPPENED

On January 7, 2025, PowerSchool informed NCDSB and other school boards throughout North America that it had experienced a cyber incident affecting our student information system. Since then, we have been working with PowerSchool and our internal team to determine the precise information that was affected.

IMPACT ON CURRENT AND FORMER NCDSB STUDENTS

This incident has affected all current and some former students registered in the NCDSB during or after the 2020-2021 school year. Please note that we will also be posting this notice on our website to notify former students who may be affected.

As previously reported, PowerSchool has noted that it received confirmation that the data acquired by the unauthorized user was deleted and that the data was not posted online.

REPORT FINDINGS

We have concluded our analysis and can confirm that limited student information was compromised as part of this incident.

The incident did not result in the compromise of any of the following information: social insurance numbers, financial information, student academic grades, passwords or Individual Education Plans (IEPs).

For all students who have been enrolled in the NCDSB since September 2020, the information affected includes name, date of birth, address, gender, OEN (Ontario Education Number), parent/guardian contact name(s) and phone number(s), and emergency contact name(s) and phone number(s).

For some students, some custody and medical information, as well as a doctor's name and contact information, may also have been affected.

With respect to medical alert information, if you provided information to your child's school about your child's allergies, medical conditions or injuries, this information was included in the data breach.

Please note that medical information provided to members of NCDSB's Student Support Services team or from outside agencies (e.g., Psychologists, Occupational Therapists, Physiotherapists, Audiologists, Speech-Language Pathologists, and Social Workers) was not impacted by this incident.

FREQUENTLY ASKED QUESTIONS (FAQ)

We have also prepared an FAQ regarding this incident, and we encourage you to visit that here https://www.ncdsb.on.ca/power_school_cyber_incident.php.

You can also find an FAQ from PowerSchool here: <https://www.powerschool.com/security/sis-incident/>.

If you wish to have more information about this incident, we invite you to contact us at PowerSchoolData@ncdsb.on.ca. Please understand that those who contact NCDSB regarding this incident will need to verify their identity before we can release information about the specific impact to their information.

REPORT TO THE OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONER OF ONTARIO

The NCDSB has reported this incident to the Office of the Information and Privacy Commissioner of Ontario (IPC), and the IPC has opened an investigation file. While you are entitled to file a complaint, the IPC has advised that it is not necessary as they are already investigating the matter. You can visit the IPC's website at www.ipc.on.ca.

CREDIT MONITORING and IDENTITY PROTECTION

Identity Theft Protection

PowerSchool is offering two years of complimentary identity protection services, provided by Experian, to students and staff whose information was involved.

Credit Monitoring

For involved students and staff who have reached the age of majority, in addition to Experian's identity protection services, PowerSchool is also offering two years of complimentary credit monitoring services provided by TransUnion.

They are doing this even though no NCDSB student or staff Social Insurance Numbers (SIN) or financial information were impacted by this incident.

CREDIT MONITORING AND IDENTITY PROTECTION

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To be clear, all students and staff, past and present, can sign up for Experian's services. Only adults can sign up for TransUnion's services. PowerSchool is not offering these services to parents, guardians or emergency contacts.

Since the incident, PowerSchool has monitored for signs of information misuse. They have reported that they are not aware at this time of any identity theft attributable to this incident. That said, we encourage all to sign up for these complimentary services.

PowerSchool has provided instructions for signing up for these services [here](#), and we reproduce the instructions below, as well.

Please note: PowerSchool's online notice, linked above, suggests that Social Insurance Number (SIN) was affected for some Boards. For the NCDSB, no SIN's were affected as this information is not stored in the PowerSchool SIS.

IDENTITY PROTECTION

Offer: Experian Identity Protection Services
Available to all involved students and staff.

Enrollment Instructions for Experian IdentityWorks

1. Ensure that you **enroll by May 30, 2025** (Your code will not work after this date at 5:59 UTC)
2. **Visit** the Experian IdentityWorks website to enroll:
<https://www.globalidworks.com/identity1>
3. Provide your **activation code: MPRT987RFK**
4. For questions about the product or help with enrollment, please email globalidworks@experian.com

Details Regarding Your Experian IdentityWorks Membership

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Fraud Remediation Tips:** Self-help tips are available on your member center.

CREDIT MONITORING

Offer: TransUnion Credit Monitoring Services

Available to involved students and staff who have reached the age of majority in their applicable province or territory.

Enrollment Instructions for TransUnion myTrueIdentity

1. Please visit <http://www.powerschool.com/security/canada-credit-monitoring/>. There you will find a link to the validation website, <https://CaCreditMonitoringValidationPage-PowerSchool.com/>, where you will be prompted to validate your information by entering your first name, last name and year of birth.
2. If your identity is validated, a pop up will appear that provides an activation code and provides you a link to TransUnion's myTrueIdentity site to enroll.

Details Regarding your *myTrueIdentity* Membership

Upon completion of the online enrollment process, you will have access to the following TransUnion *myTrueIdentity* features:

- Unlimited online access to your TransUnion Canada credit report, updated daily. A credit report is a snapshot of your financial history and one of the primary tools leveraged for determining credit-related identity theft or fraud.
- Unlimited online access to your Credit Vision® Risk credit score, updated daily. A credit score is a three-digit number calculated based on the information contained in your TransUnion Canada credit report at a particular point in time.
- Credit monitoring, which provides you with email notifications to key changes on your TransUnion Canada credit report. In today's virtual world, credit alerts are a powerful tool to help protect you against identity theft, enable quick action against potentially fraudulent activity and provide you with additional reassurance.
- Access to online educational resources concerning credit management, fraud victim assistance and identity theft prevention.
- Access to Identity Restoration agents who are available to assist you with questions about identity theft. In the unlikely event that you become a victim of fraud; a personal restoration specialist will help to resolve any identity theft. This service includes up to \$1,000,000 of expense reimbursement insurance.
- Dark Web Monitoring, which monitors surface, social, deep, and dark websites for potentially exposed personal, identity and financial information and helps protect you against identity theft.

PowerSchool has provided a call centre to address questions regarding these services. If you have any questions or concerns about this notice, please call 833-918-7884, Monday through Friday, 8:00am through 8:00pm Central Time (excluding major US holidays). Please be prepared to provide engagement number **B138905**.

Should you have any questions for NCDSB about this notice, please do not hesitate to contact us at PowerSchoolData@ncdsb.on.ca .

Sincerely,

Tricia Stefanie Weltz

Director of Education