



THIRD COMMUNICATION

January 30, 2025

Dear Western School Division Community,

We are writing to provide an update about the cybersecurity incident that PowerSchool, our student information system (SIS) provider, recently experienced.

We appreciate that more details about this incident that is impacting educational institutions across North America are needed. We have been working diligently to request more details from PowerSchool and ask questions about the details it has provided to date. We have also been investigating this incident ourselves, with assistance from experts.

While PowerSchool has advised that its investigation is still ongoing, it has provided some additional details and next steps:

- **Identity Protection and Credit Monitoring Services:** PowerSchool has engaged Experian to offer two years of complimentary identity protection services for all students and educators whose information was involved. PowerSchool has also engaged TransUnion to offer two years of complimentary credit monitoring services for all students and educators whose information was involved and who have reached the age of majority.
- **Notification to Individuals Involved:** Starting in the next few weeks, PowerSchool will provide notice to students, parents/guardians, and educators whose information was involved, as well as a phone number to answer any questions they may have about the incident. The notice will include the identity protection and credit monitoring services offered, as mentioned above.
- PowerSchool is in the process of notifying Canadian regulators about this incident. (Western School Division has already notified the Manitoba Ombudsman.)
- You may visit <https://www.powerschool.com/security/sis-incident/> for up-to-date information on the incident.

Based on our own investigation to date of the information stored in our SIS, we can advise that **no parent/guardian, staff, or student Social Insurance Number (SIN), banking, or credit card information has been identified as stored in our SIS.** PowerSchool has nevertheless advised us that the identity protection and credit monitoring offers mentioned above will be sent to all individuals with *any* information involved.

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Committed to Learning”*

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We await additional details from PowerSchool about the findings of its investigations, the information involved in this incident, and the timing of the notices it will send. We will provide you a further update on this when available. Rest assured that when we have details to share, we are committed to sharing them.

There continue to be no operational impacts on Western School Division as a result of this incident. PowerSchool has assured us that the incident has been contained.

In Western School Division we take cybersecurity and protecting information seriously. We will post updates about the PowerSchool cybersecurity incident on our website and social media accounts. We have provided on our website (www.westernsd.mb.ca) some answers to questions you may have. If you have any additional questions, they can be directed to divoff@westernsd.mb.ca.

Thank you for your continued understanding and patience as we navigate this situation.

Stephen Ross

Superintendent of Schools