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January 27, 2025

Attorney General Peter Neronha  
150 South Main Street  
Providence, RI 02903  
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Edward McNicholas  
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Re: Data Incident

Dear Attorney General Neronha:

We write on behalf of our client, PowerSchool, to inform you of a recent security incident that affected the personal information of approximately 6,766 Rhode Island residents.

On December 28, 2024, PowerSchool became aware of a cybersecurity incident involving unauthorized exfiltration of certain personal information from PowerSchool Student Information System (SIS) environments through one of our community-focused customer support portals, PowerSource. The incident appears to have occurred between 12/19/2024-12/28/2024. This was not a ransomware event. No systems were encrypted and PowerSchool's operations and support for school districts in your state have continued uninterrupted.

The personal information at issue varies by individual (students, former students, and teachers) but includes some combination of the following for any given individual: the individual's name, contact information, social security number, date of birth, limited medical alert information, and other related information.

As soon as PowerSchool learned of the incident, it engaged cybersecurity response protocols and mobilized senior leadership and third-party cybersecurity experts to conduct a forensic investigation of the scope of the incident and to monitor for signs of information misuse. PowerSchool has also reported the incident to law enforcement. We are not aware at this time of any identity theft attributable to this incident.

PowerSchool is supporting the notification process for school districts. A sample of the notifications that PowerSchool will provide is attached for reference. PowerSchool has engaged Experian to offer two years of complimentary identity protection and/or credit monitoring services to all students and educators whose information was involved. If you have any questions, please reach out to us at +1 (202) 508-4779.

Sincerely,

A handwritten signature in black ink that reads "Edward R. McNicholas".

Edward McNicholas