



## Memorandum

**To:** All Students and Families

**From:** Terry Hall, ADM, Education Operations & Superintendent of Schools

**Re:** Cybersecurity Incident in PowerSchool Platform

**Date:** January 8, 2025

This notification is to advise that on January 7, 2025, the Department of Education received notice that PowerSchool had experienced a cybersecurity incident in its Student Information System platform. As you would be aware PowerSchool is a third party which provides a platform used in the provincial K-12 education system, as well as many other jurisdictions.

Officials from the Department of Education and Office of the Chief Information Officer are working with the vendor to determine the extent of data accessed and number of individuals who may be involved. The incident is not specific to Newfoundland and Labrador. PowerSchool notified customers in multiple jurisdictions in North America.

At this point PowerSchool has advised that they do not anticipate the data involved being shared or made public, and they believe it has been deleted without any further replication or dissemination. The company has indicated that the incident has been contained and they have increased security within their systems to prevent further incidents.

There has been no disruption to the daily operations of schools or classroom instruction.

I assure you we are taking this incident seriously and are looking out for the best interests of our students, educators and families and will provide more information as we work through the investigation with PowerSchool.

PowerSchool will be providing credit monitoring services to affected adults and identity protection services to affected minors in accordance with regulatory and contractual requirements. More information will be provided on these services and eligibility when available.

Multiple government departments are involved to determine next steps, and the Office of the Information and Privacy Commissioner has been notified. A web page will be established on the Government of Newfoundland and Labrador's website with public information. At this time, all inquiries can be sent to [PowerSchoolinfo@gov.nl.ca](mailto:PowerSchoolinfo@gov.nl.ca).