

## Memorandum

**To:** All Teaching Staff, Students and Families

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

**Re:** Update on Cybersecurity Incident in PowerSchool Platform

**Date:** January 28, 2025

This memo is to provide an update on actions the Provincial Government has taken to date to address the cybersecurity incident in the PowerSchool platform. The incident is not specific to Newfoundland and Labrador. PowerSchool notified customers in multiple jurisdictions in North America.

Based on information from PowerSchool and work undertaken by the Provincial Government to date, as of this time it has been determined that the following groups of individuals and data have been impacted in the PowerSchool incident:

**Teachers:** Data relating to approximately 14,400 teachers was accessed by the unauthorized party. The oldest teacher records involved were from 2010. About 70 per cent of the teacher information involved includes some combination of name, email address, and phone number. A small number of Medical Care Plan (MCP) numbers and 749 Social Insurance Numbers (SIN) of teachers were included in the data that was accessed. The Department of Education will provide individual notifications to the 749 individuals who had a SIN involved beginning this week.

**Students:** Data relating to approximately 271,000 students was accessed by the unauthorized party. The oldest student records involved were high school students' information from 1995. Approximately 75 per cent of the students whose data was accessed are no longer in the K-12 system. In addition to the individual's name, information accessed may include contact information, date of birth, MCP numbers, medical alert information, custodial alert information, and other related information. Analysis of student data is ongoing and further updates will be provided as information becomes available.

The Government of Newfoundland and Labrador is working with PowerSchool on notification processes and the ongoing investigation. Updated information will be provided as it becomes available.

PowerSchool will offer two years of complimentary identity protection services for all students and educators whose information was accessed, and two years of complimentary credit monitoring services to all individuals whose information was accessed and have reached the age of majority. PowerSchool will offer these services regardless of whether the individual's SIN was involved. Further information on credit monitoring and identity protection services will be provided in the coming weeks.

A [webpage](#) has been set up on the Government of Newfoundland and Labrador's website with public information related to the PowerSchool incident. All inquiries can be sent to [PowerSchoolinfo@gov.nl.ca](mailto:PowerSchoolinfo@gov.nl.ca).