

Dear Parent or Guardian

Illuminate Education is an education company that provides applications and technology support to schools and school districts, including [IE customer name]. Illuminate Education is writing, on behalf of [IE customer name] to make you aware of an incident that may affect the security of some of your minor's information. While we are not aware of any actual or attempted misuse of your minor's information, we are providing you with an overview of the incident, our ongoing response, and resources available to you right now to help protect your minor's information, should you feel it is appropriate to do so.

What Happened? On January 8, 2022, Illuminate Education became aware of suspicious activity in a set of isolated applications within our environment. We immediately took steps to secure the affected applications and launched an investigation with external forensic specialists to determine the nature and scope of the activity.

On March 24, 2022, our investigation confirmed that certain databases containing potentially protected student information were subject to unauthorized access between December 28, 2021, and January 8, 2022.

Illuminate Education is now notifying you of this incident because our investigation has determined that your minor's information was contained in the affected databases.

What Information Was Involved? The affected databases contained the following: your minor's name and academic and behavior information, enrollment information, accommodation information, special education information, and/or student demographic information. We want to assure you that Social Security numbers and financial information were not at risk as a result of this event. Although we have no evidence that any information was subject to actual or attempted misuse, we are providing you with this notice out of an abundance of caution.

What We Are Doing. The confidentiality, privacy, and security of information in our care is among our highest priorities. When we discovered this incident, we immediately rotated credentials for the impacted applications and began an investigation with the support of third-party forensic specialists to ensure the security of our systems and determine what data might have been affected. We also conducted a review of our policies and procedures and implemented additional security measures to protect the security of information in our possession.

As an added precaution, we are offering your minor complementary access to 12 months of identity monitoring services through IDX. We encourage you to enroll your minor in these services, as we are not able to act on your behalf to enroll you. Please review the instructions contained in the attached Steps You Can Take to Help Protect Your Minor's Information for additional information on these services.

What You Can Do. As standard best practice, we encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your minor's account statements and monitoring your free credit reports for suspicious activity and to detect errors. Please also review the information contained in the enclosed "Steps You Can Take to Help Protect Your Minor's Personal Information."

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 949-656-3133, Monday through Friday from 9am – 9pm EST.

We take this incident very seriously and sincerely regret any inconvenience or concern this incident may cause you.

Sincerely,
Scott Virkler
Chief Product Officer
Illuminate Education