

## **Illuminate Education – FAQs for Individual Notification**

### **1. What happened?**

On January 8, 2022, Illuminate Education became aware of suspicious activity in a set of isolated applications within their environment. Illuminate Education 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, Illuminate Education's investigation confirmed that certain databases containing potentially protected student information were subject to unauthorized access between December 28, 2021, and January 8, 2022.

### **2. When did Illuminate Education become aware of this?**

Illuminate Education became aware of suspicious activity in a set of isolated applications within Illuminate's environment on January 8, 2022. Following this determination, Illuminate Education launched an investigation with external forensic investigators to determine the nature and scope of the activity. On March 24, 2022, this investigation determined that databases containing potentially protected student information were subject to unauthorized accessed between December 28, 2021 and January 8, 2022.

### **3. If this happened Jan 8, 2022, why has it taken so long to notify me?**

Legal authorities and technical forensic specialists were contacted immediately when this issue was discovered. Investigations for these kinds of situations are time-intensive, and it can often take months to determine exactly what happened and this situation was similar. During that time Illuminate, through third-party specialists, also secured its environment to protect all student data.

### **4. Why am I getting this notice?**

If you received a letter, it is because the investigation into this incident determined that the databases subject to unauthorized access contained potentially protected information related to you or your child.

### **5. What information of mine was potentially accessed?**

The letter sent to potentially impacted individuals states the type(s) of information that may have been affected. We can confirm that no Social Security numbers or financial information was affected because we do not import or store that information.

### **6. I would like additional information regarding what specific data elements related to me/my child were potentially accessed.**

~~The information potentially accessed is discrete information that we are unable to provide. You will need to contact your student's school/district to obtain details regarding your child's~~

~~data that was impacted.~~ The information potentially accessed is discrete information that we are unable to provide. We will forward your request to your student's school/district.

**NOTE TO IDX – RECORD CALL AS ESCALATION, CAPTURE DISTRICT NAME, CALLER FIRST AND LAST NAME, MINOR NAME, EMAIL, TELEPHONE NUMBER, ADD NOTES/COMMENTS TO REPORT.**

**7. My adult child received a letter addressed to me and indicated he/she is a minor/My letter was addressed to my parents but I am over 18.**

Thank you for bringing this to our attention, we will update our internal records as needed in light of this information. You/your child will still be able to enroll in the monitoring services and I can assist you with this if you would like.

**8. Does Illuminate Education know who is responsible for this?**

Illuminate Education does not know the identity of any specific individual responsible for this. Illuminate Education has notified law enforcement of this incident.

**9. What is Illuminate Education doing to prevent this from happening again?**

Upon learning of the event, Illuminate Education immediately rotated credentials for the impacted applications and began an investigation into this incident. With the support of third-party security experts, Illuminate Education also conducted a thorough review of its policies and procedures, and implemented additional security measures to help protect the security of information in their possession.

**10. Is Illuminate Education offering any type of monitoring services to affected individuals?**

No Social Security numbers or financial information is at risk as a result of this incident, and there is no evidence that any information was subject to actual or attempted misuse. Out of an abundance of caution, Illuminate Education is offering complimentary access to 12 months of identity monitoring services through IDX. IDX's comprehensive CyberScan ~~identity monitoring service is an early-warning monitoring technology for~~ detects on-line trading or selling of your personal information. Daily, it scans criminal websites, chat rooms, internet bulletin boards, etc., for the detection of stolen identities. ~~ting identity theft, monitoring activities such as changes of address, payday loans, court records and court bookings.~~ For affected students over 18, Illuminate Education is also offering complimentary access to 12 months of credit monitoring services.

If you wish to enroll your minor in these services, please review the instructions contained in the letter you received for additional information.

**11. What is the purpose of a “fraud alert”?**

A fraud alert tells creditors to contact you before they open a new credit account under your Social Security number.

**12. What is the purpose of a security freeze?**

A security freeze is designed to prevent a credit reporting company from releasing your credit report without your consent.

**13. Should I check my credit report?**

You should monitor your credit report regardless of whether your information has been exposed or you think you may be a victim of identity theft or fraud. Every U.S. consumer over the age of eighteen can receive one free credit report every twelve months by contacting one of the three national credit bureaus or through the Annual Credit Report Service by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or calling toll-free, 1-877-322-8228.

**14. I think I may be the victim of identity theft. What should I do?**

If you believe you are a victim of attempted or actual identity theft or fraud, we encourage you to take the following steps:

- Contact your financial institution to protect or close any accounts that may have been tampered with or opened fraudulently.
- Contact the credit reporting agencies to place a “fraud alert” or a “credit freeze” on your credit reports.
- File a police report and ask for a copy for your records.
- File a complaint with the Federal Trade Commission at <https://www.identitytheft.gov/>.
- File a complaint with your state attorney general.
- Keep good records.
  - Keep notes of anyone you talk to regarding this event, what s/he told you, and the date of the conversation;
  - Keep originals of all correspondence or forms relating to the suspicious activity, identity theft, or fraud; and
  - Retain originals of supporting documentation, such as police reports and letters to and from creditors; send copies only.
- Keep old files, even if you believe the problem is resolved.

**15. Should I report this incident to law enforcement?**

If you believe you are or may be the victim of identity theft or fraud, Illuminate Education encourages you to file a report with law enforcement.

**16. How do I cancel or dispute a charge on my credit or debit card?**

Illuminate Education recommends that you contact the financial institution that issued your credit or debit card at the number listed on the back of the card.

**17. What can I do to protect myself?**

We encourage you to better protect against identity theft and fraud if you feel it is appropriate to do so by taking the steps included in the letter you received, including but not limited to:

- Enrolling to receive the identity monitoring services offered to you. Instructions on how to do so are contained in your letter.
- Monitoring your credit reports and account statements for suspicious activity and reporting the suspicious activity immediately to the financial institution. You may also resolve the suspicious activity with the assistance of a restoration agent, which is included in the identity monitoring services we are offering to you.
- Reporting fraudulent activity detected to law enforcement.

**18. Is the letter I received legitimate/Who is IDX?**

Yes, it is legitimate. Illuminate Education worked with a mail vendor, IDX, to print and mail the letter you received.

**19. Who is Illuminate Education/Why did you have my information?**

Illuminate Education is an education technology company that provides applications and technology support to schools to organize and store student information. The names of the products when used in the school district often vary and may be branded locally by the school district.

**20. How many students/schools were impacted/other questions about scope**

I'm sorry, I don't have that information.

**21. What is the difference between a notification received by the parent/guardian of a minor student versus a notification received by a student that is 18 years or older at the time of notification?**

Out of an abundance of caution, we are also providing credit monitoring services to affected individuals that are 18 or older. We want to assure you that no Social Security numbers or financial information is at risk as a result of this incident, and there is no evidence that any information was subject to actual or attempted misuse.