

To: Parents and Guardians

Subject: PowerSchool Cybersecurity Update

Dear Galax City Public School Family –

We are writing to update you regarding the recent cybersecurity incident involving PowerSchool, the software vendor that provides our Student Information System (SIS).

Today, January 29, 2025, PowerSchool initiated the process of notifying individuals whose information was determined to be involved.

As previously mentioned, PowerSchool has engaged Experian, a trusted credit reporting agency, to provide complimentary identity protection and credit monitoring services to current and former students and educators that had information exfiltrated from PowerSchool SIS. PowerSchool is doing this regardless of whether an individual's Social Security Number was exfiltrated. In the coming weeks, Experian (on behalf of PowerSchool) will be distributing direct email notifications to involved individuals (or their parent/guardian, as applicable) for whom PowerSchool has sufficient contact information.

Additionally, PowerSchool has worked with Experian to set up a dedicated, toll-free call center to answer any questions associated with these offerings and the incident. All the information regarding the activation of and access to these services will be included in the email sent to you by Experian. Whether or not you receive an email, you may also visit PowerSchool's website to learn how to activate the offering from Experian, linked here:

<http://www.powerschool.com/security/sis-incident/notice-of-united-states-data-breach/>

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Protecting our students and teachers remains our top priority. Thank you again for all of your support and understanding during this time.