



PORTAGE LA PRAIRIE SCHOOL DIVISION

“Dedicated to the Pursuit of Excellence”

January 30, 2025

Dear Families and Staff of the Portage la Prairie School Division,

We are writing to provide an update about the cybersecurity incident that PowerSchool, our student information system (SIS) provider, recently experienced.

We appreciate that more details about this incident that is impacting educational institutions across North America are needed. We have been working diligently to request more details from PowerSchool and ask questions about the details it has provided to date. We have also been investigating this incident ourselves, with assistance from experts.

While PowerSchool has advised that its investigation is still ongoing, it has provided some additional details and next steps:

- **Identity Protection and Credit Monitoring Services:** PowerSchool has engaged Experian to offer two years of complimentary identity protection services for all students and educators whose information was involved. PowerSchool has also engaged TransUnion to offer two years of complimentary credit monitoring services for all students and educators whose information was involved and who have reached the age of majority.
- **Notification to Individuals Involved:** Starting in the next few weeks, PowerSchool will provide notice to students, parents/guardians, and educators whose information was involved, as well as a phone number to answer any questions they may have about the incident. The notice will include the identity protection and credit monitoring services offered, as mentioned above.
- PowerSchool is in the process of notifying Canadian regulators about this incident. The Portage la Prairie School Division has already notified the Manitoba Ombudsman.
- You may visit <https://www.powerschool.com/security/sis-incident/> for up-to-date information on the incident.

Based on our own investigation to date of the information stored in our SIS, we can advise that **no parent/guardian, staff, or student Social Insurance Number (SIN), banking, or credit card information has been identified as stored in our School Information System.**

PowerSchool has nevertheless advised us that the identity protection and credit monitoring offers mentioned above will be sent to all individuals with any information involved.

We await additional details from PowerSchool about the findings of its investigations, the information involved in this incident, and the timing of the notices it will send. We will provide you with a further update on this when available. Rest assured that when we have details to share, we are committed to sharing them.

535 3rd Street N.W. Portage la Prairie, Manitoba R1N 2C4

Telephone: (204) 857-8756 Fax: (204) 239-5998 Website: www.plpsd.mb.ca



PORTAGE LA PRAIRIE SCHOOL DIVISION

“Dedicated to the Pursuit of Excellence”

There continue to be no operational impacts on the Portage la Prairie School Division as a result of this incident. PowerSchool has assured us that the incident has been contained.

In the Portage la Prairie School Division, we take cybersecurity and protecting information seriously. We will post updates about the PowerSchool cybersecurity incident on our website and social media accounts. We have provided, on our website, some answers to questions you may have at: <https://www.plpsd.mb.ca/division-and-resources/news/post/powerschool-cybersecurity-incident>. If you have any additional questions, please submit them using the divisional form: <https://forms.office.com/r/nD2FHPT3c3>.

Thank you for your continued understanding and patience as we navigate this situation.

Respectfully,

Pamela Garnham
Superintendent/Secretary-Treasurer/CEO
Portage la Prairie School Division