



**South Shore Charter Public School**  
**100 Longwater Circle, Norwell, MA 02061**

November 18, 2024



We are writing to notify you that a breach of security involving your personal information occurred on November 12, 2024 at South Shore Charter Public School ("School") whereby an employee accidentally emailed copies of your human resources employee profile, which included your name, date of birth, email address, phone number and social security number, to thirteen vendors and uploaded it to the School's website as part of a package of bid documents. When we discovered the breach on November 14, 2024, we immediately removed the package of documents from the School's website and contacted the vendors and requested that they destroy all information obtained. The School is committed to continued vigilance, training and enforcement of its internal policies and privacy matters.

We have no information that indicates your personal information has been used in a wrongful or criminal manner and we have not filed a police report in this matter. However, under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

As an additional safeguard, we have arranged for you to enroll in an online credit monitoring service provided by Experian Identity Works at no charge to you. We have provided online credit monitoring services because your social security number was part of the breach. These services will last for eighteen (18) months. Acceptance of these credit monitoring services does waive any right of private action.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

**Credit Reports:** In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report, free of charge, once every 12 months from each of the three national credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by call toll free at (877) 322-8228.

**Fraud Alerts:** You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission ("FTC") to learn more about how to prevent identity theft:

FTC, Consumer Response Center  
600 Pennsylvania Ave., NW  
Washington D.C. 20590  
[www.ftc.gov/bcp/edu/microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft)  
877-IDTHEFT (438-4338)

**Credit Monitoring:**

To help protect your identity, we are also offering you a complimentary 18-month membership to Experian Identity Works. This product provides you with superior identity detection and resolution of identity theft. Within the next 24-28 hours you will receive, under a separate letter, information on how to activate your membership at Experian along with your activation code so you can begin to start monitoring your personal information. Please follow the instructions on how to enroll in this service. Here is the link to view the premium services you will receive <https://www.experian.com/protection/compare-identity-theft-products/>.

Again, we regret this incident occurred and are committed to ensuring that the appropriate steps are taken as a result of this incident.

Also, per your request, attached is a copy of your Personal Employee Form that was included with the bid document and a list of vendors that were sent a copy of the document.

If you have any further questions, please contact 781.982.4202, ext.106 or via email at [kbingham@sscps.org](mailto:kbingham@sscps.org).

Sincerely,

*Kristine Bingham*

Kristine Bingham  
Director of Finance & Human Resources