



# Mount Wachusett Community College

444 Green Street, Gardner, MA 01440-1000

## STUDENT ADDRESS

July 11, 2025

Dear **FIRST NAME**,

I am writing to notify you of an unauthorized disclosure of personally identifiable information from your student record file. During the week of June 30, 2025, the college had an update to their student information system which impacted the printing of the college's official transcripts. On July 7, 2025, your student ID number, your name, and final grades were inadvertently printed on another student's official transcript that was ordered through Parchment. Parchment is a third-party vendor which processes official transcript requests for MWCC students.

The College considers its responsibility to maintain the confidentiality of your student record information as a top priority. Consequently, the College regrets this occurrence and any inconvenience this incident may cause you.

Please understand that your student record file cannot be accessed using only your student identification number. Access to your student account requires multiple layers of security, including your user password and multi-factor authentication (MFA).

While the disclosure of your student identification number is regrettable, the potential for unauthorized access to your student record remains extremely limited. This is because the ID number alone is insufficient to bypass the College's secure authentication protocols.

However, if you would prefer to be issued a new student identification number as a precaution, please contact the College's Registrar at [records@mwcc.mass.edu](mailto:records@mwcc.mass.edu) for assistance.

You may wish to further protect yourself by placing a security freeze on your credit report. A security freeze prohibits a consumer 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 may 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 consumer reporting agency, depending on whether you do so online, by phone or by mail:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
- Social Security Number;
- Date of birth;
- If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
- Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
- Social Security Card, pay stub, or W2

The consumer 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 consumer reporting agencies 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 consumer 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 consumer reporting agencies 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 consumer 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 consumer reporting agencies 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.

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. Note that, 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

Thank you for your attention regarding this matter.

Sincerely,

Megan Warfield  
Registrar