



Lunenburg Public Schools

The Mission of the Lunenburg Public Schools is to provide all students with the skills, confidence, and passion for life-long learning so that they may find their own paths to successful careers, active citizenship, and rewarding lives.

Dr. Kate Burnham

Superintendent of Schools

Dr. Deborah Bookis

Director of Teaching & Learning

January 20, 2025

Dr. Susan Gilson

Director of Finance & Administration

Julianna Hanscom

Director of Special Services

Name

Address

Re: PowerSchool Data Breach

We are writing to notify you that your personal information may have been compromised as part of a nationwide security breach experienced by PowerSchool on December 28, 2024. PowerSchool notified Lunenburg Public Schools of the breach on January 7, 2025. Immediately after that notification, Lunenburg Public Schools IT department initiated an investigation. You are receiving this notification because our investigation indicates your information may have been compromised. PowerSchool is conducting their own investigation and you may also receive notification directly from them.

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.

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, Experian, and TransUnion. To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail to 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

*1025 Massachusetts Avenue, Lunenburg, Massachusetts 01462
978 582-4100 ~ fax 978 582-4103*

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

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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.

Free Credit Monitoring

PowerSchool will provide affected Massachusetts residents with at least 18 months of free credit monitoring services if the information involved in the incident includes your social security number. We are continuing to receive information from PowerSchool regarding the breach and its obligation to provide credit monitoring services. As soon as PowerSchool informs us how individuals may enroll in the free credit monitoring service, we will provide you with that information.

How to Protect Against Identity Theft in the Wake of a Data Breach

We recommend viewing both the [Federal Trade Commission's comprehensive website on identity theft](#) and the [State's website on reporting and preventing identity theft](#). These websites provide information on how to place fraud alerts on your credit file, how to review your financial documents for suspicious activity, and other helpful information regarding what to do in the event that your personal identifying information has been compromised.

If you should have any further questions, please contact Heidi Spinney, Data Specialist at hspinney@lunenburgschools.net or call 978-582-4100.

Sincerely,

*1025 Massachusetts Avenue, Lunenburg, Massachusetts 01462
978 582-4100 ~ fax 978 582-4103*

Dr. Kate Burnham
Superintendent