

New York City Department of Education
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call: 1-833-599-2782 Or Visit: https://app.idx.us/account-creation/protect Enrollment Code: [XXXXXXXXXX]
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Parent of:

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

July 30, 2021

Dear Parent of <<Student Name>>,

I am writing to inform you about an incident in which a student reported that they viewed NYC Department of Education (DOE) records that concern your child. This letter provides a description of the incident, our response, and resources available to you to help protect your information from possible misuse, should you believe it is appropriate to do so. Protecting the privacy of students' personal information is of the highest priority to the DOE.

What happened? In August 2020, a DOE student reported that they viewed various electronic files that contained education records and personal information about you and/or your child. The DOE immediately took steps to address it.

What information was involved? To date, the DOE has identified that some of the files that the other student accessed and viewed contain information about you or your child. The personal information viewed about you and your child includes the following:

<<Types of Information Accessed>>

By way of further information, these specific types of documents were viewed:

<<Types of Documents Accessed>>

Was my financial information or the social security number of me or my child involved? No family or student financial account information or social security numbers appear to have been involved in the incident.

What the DOE is doing. Please know that the DOE takes the privacy of your and your child's information very seriously. As mentioned above, the DOE has taken a number of data security measures to help prevent similar incidents from recurring in the future. These include, among other actions, changing the settings of the affected files to prevent any unauthorized person from viewing them in the future.

What you can do. Out of an abundance of caution, the DOE is offering you an opportunity to enroll your child in credit monitoring/identity theft monitoring services for two years. You can enroll by calling 1-833-599-2782 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. The DOE will cover the cost of this service, but you will need to enroll and activate the service(s) yourself.

The DOE also recommends changing your child's OSIS number as an additional security measure. Please email the DOE at studentidsecurityrequest@schools.nyc.gov if you would like to change your child's OSIS number. Once received, this request can take a few weeks to complete. Please note, however, that the old OSIS number may still appear on copies of your child's education records made prior to the change. Therefore, you should keep a record of the old OSIS number as well.

For more information... If you want to discuss this matter or have any questions, or wish to enroll in the credit monitoring/identity theft monitoring services noted above, please call 1-833-599-2782 or go to <https://app.idx.us/account-creation/protect> and use the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time.

Will you receive another letter about this? If the ongoing investigations yield any new information arising from the incident that impacts you or your child, we will contact you again.

We sincerely regret that your and your child's personal information was involved in this incident. We know this incident may cause stress, and we understand. Please know we are focused on your and your child's privacy, and are taking every possible step to ensure an incident of this nature doesn't happen again.

Sincerely,

Anuraag Sharma

Chief Information Officer, Division of Instructional and Information Technology (DIIT)
NYC Department of Education