

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

To Enroll, Please Call: 1-833-599-2782 Or Visit: <a href="https://app.idx.us/account-creation/protect">https://app.idx.us/account-creation/protect</a> Enrollment Code: [XXXXXXXXXX]
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<<First Name>> <<Last Name>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

July 30, 2021

Dear <<Employee Name>>,

We are writing to notify you of an incident regarding the privacy of some of your personal information. This letter provides details of the incident, our response, and resources available to you to help protect your information from possible misuse, should you feel it is appropriate to do so. Protecting the privacy of your personal information is of the highest priority to the DOE, and we are handling this situation with the utmost seriousness.

**What Happened?** In March 2021, a DOE student electronically gained access to and viewed various electronic files that contained personal information about you. Some of these files may have been downloaded. The DOE information technology team first learned of this incident in March 2021, and since then the incident has been the subject of several ongoing investigations.

**What Information Was Involved?** The information involved included the following:

<<Types of information viewed>>

**What We Are Doing.** The confidentiality, privacy, and security of information in our care are our highest priorities. Upon discovering this incident, the DOE investigated and took steps to prevent it from happening in the future:

- We are coordinating with the City’s Chief Privacy Officer and the Mayor’s Office of Information Privacy to respond to the incident and leverage citywide resources to address it;
- We are sharing further steps to help protect your personal information, should you feel it is appropriate to do so. This includes offering identity monitoring services through IDX, for two years, at no cost to you.

**What You Can Do.** Out of an abundance of caution, the DOE is offering you an opportunity to enroll 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.

**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.

We know this incident may cause stress, and we understand. Safeguarding your information is important to us, and the DOE remains committed to protecting the information in its care. Please know we are focused on your 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