



January 16, 2025

Dear Pike County School Family,

We are writing to make you aware of a recent cybersecurity incident involving PowerSchool, our software vendor which provides our Student Information System (SIS). The data breach incident did NOT occur through the Pike County Schools Network or servers that we maintain for our school system.

On Tuesday, January 7, 2025, PowerSchool informed our leadership team that they experienced a cybersecurity incident involving unauthorized access to PowerSchool SIS customer data through one of PowerSchool's customer portals located on their corporate servers. PowerSchool uses this customer portal to access and do routine software maintenance for all their customers, including Pike County Schools. Unfortunately, they have now confirmed that information belonging to some of Pike County Schools' families and educators was obtained through the PowerSchool corporate portal.

PowerSchool informed us that the taken data primarily includes parent, student, and staff contact information with data elements such as name and address information. Across their customer base, they have determined that for a portion of individuals, some personally identifiable information (PII), such as social security numbers (SSN) and medical information, was impacted. They are working with urgency to complete their investigation and determine whether PII belonging to our students and staff was included.

The cybersecurity incident was located at the PowerSchool Software Company through their customer portal and there was no breach locally to any of our onsite servers. Protecting our students and staff is something we take seriously. PowerSchool will be providing more information and resources, including credit monitoring and/or identity protection services if applicable, as it becomes available.

PowerSchool has provided a link (see link below) for frequently asked questions and answers. This link will continue to be updated as they receive more information regarding their investigation.

[PowerSchool Statement and FAQs](#)

Thank you for your patience and understanding.

Sincerely,

Shane Williamson, Ed.S.
Superintendent

PIKE COUNTY SCHOOLS

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