

Dear EGUSD Families,

This week, many people in the EGUSD community received letters from a company called PCS Revenue Control Systems (PCS), disclosing that individuals' personal information may have been breached. These letters have caused some concern. As a result, EGUSD has been working with PCS to understand what happened and what PCS is doing about it.

This communication is intended to update families on the situation. Many of you receiving this communication were not affected and may not have received a letter from PCS. However, we wanted to get information out as soon as possible to as many people as possible. Similar communication was also shared with all EGUSD Staff. In addition, the District will be sending separate letters via US Mail to any individuals that received the notification letters from PCS.

Here are key points to understand:

- No EGUSD Systems Were Breached. PCS is a vendor that assists with free and reduced meal applications and processing. The information that was potentially breached was contained in a server maintained by a subsidiary of PCS. This potential breach did not affect EGUSD systems or processes in any way. For this reason, it is PCS, not EGUSD, that has legal obligations to provide notice of the potential breach and offer remedies, including credit monitoring services.
- The Communication from PCS is Not a Scam. Many have questioned whether the form letter received from PCS is a phishing attempt or other scam. The communication is legitimate. EGUSD recommends that recipients to take the letter seriously and to consider whether to accept the credit monitoring services offered by PCS.
- Members of the EGUSD Community Received Different Letters based on what Data was Potentially Breached. According to the information we have received so far, 35 EGUSD affiliated individuals may have had a portion of their social security numbers breached.
 - It is our understanding that if any social security information was in fact breached it entails only the last four digits. If you were one of those individuals, you would have received a copy of the letter that is attached [here](#). This letter specifically states that social security information may have been breached.
 - If you received a letter from PCS that did not reference Social Security numbers, you would have received the letter that is attached [here](#) indicating that less sensitive information may have been breached, such as name and EGUSD student ID.
- The District was Not Notified of the Scale of the Potential Breach Prior to PCS Providing Notice to the EGUSD Community. Earlier this month, PCS notified EGUSD that approximately 49 individuals (updated forensics suggest 35 individuals) may have had their social security numbers breached and that PCS would take appropriate actions in compliance with the law. PCS did not notify EGUSD that it would also be sending a

large volume of letters unrelated to Social Security numbers and the District did not discover this until after those letters had been mailed and received. The District immediately reached out to PCS once this was discovered.

- The Possible Breach in Question Was Identified by PCS in December 2019. In December 2019, PCS apparently learned that its subsidiary's server may have been breached at some prior time, and they and launched an investigation. However, PCS did not learn until recently that the potential breach could have affected the data of EGUSD individuals. On advice of its legal counsel, PCS determined that it should notify all persons whose data may have been compromised. The data that may have been compromised appears to be from 2016. It is important to note that EGUSD has not solicited full social security numbers as part of providing food service for at least 10 years, and as noted in the letters from PCS, they do not have a present practice of collecting social security numbers.
- What's Next? We will be mailing a letter to all EGUSD individuals who received this communication from PCS. At this time, we are still waiting for PCS to provide the names and addresses of the individuals they contacted. Those who received an offer from PCS for credit monitoring services can choose to accept the offer or not. The notification letters give directions on how to take advantage of the credit monitoring, additional guidance and steps that can be taken, and/or who to contact for further questions. PCS has established a hotline specific to this matter and provided contact information in the notification letters for anyone who may have questions.

Thank you,

EGUSD Leadership