

May 7, 2025

Dear Valued Customer,

PowerSchool is aware that a threat actor has reached out to multiple school district customers in an attempt to extort them using data from the previously reported December 2024 incident. We do not believe this is a new incident.

In the days following our discovery of the December 2024 incident, we made the decision to pay a ransom because we believed it to be in the best interest of our customers and the students and communities we serve. It was a difficult one and one our leadership team did not make lightly. As is always the case with these situations, there was a risk that the bad actors would not delete the data they stole, despite assurances and evidence that was provided to us.

In order to best mitigate this risk, we have also offered and made widely available credit monitoring and identity protection services for a period of two years to students and faculty of our PowerSchool SIS customers, regardless of whether they were individually involved. We encourage all those who were offered these services to take advantage of them: <https://www.powerschool.com/security/sis-incident/notice-of-canada-data-breach/>

We sincerely regret the occurrence of the 2024 incident. We will continue supporting our valued customers and law enforcement as we work through this together.

Sincerely,  
Hardeep Gulati  
Chief Executive Officer