

Charleston > excellence is our standard
County SCHOOL DISTRICT

P.O. Box 1907
Suwanee, GA 30024

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

Enrollment Code: <<XXXXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

April 29, 2025

Subject: Notice of Data <<Variable Text 1: Breach or Security Incident>>

Dear <<First Name>> <<Last Name>>:

The purpose of this communication is to notify you of a data security incident experienced by Charleston County School District ("CCSD") which may have affected your personal information. CCSD is committed to maintaining the trust of our students, and the privacy and security of all information in our possession is a top priority. That is why we are notifying you of the event and providing you with resources to help protect your information. We encourage you to read this letter carefully and follow the steps outlined below.

What Happened? On July 16, 2024, we experienced an IT outage that disrupted access to certain local systems. After detecting and promptly containing the incident, we launched an investigation with the support of external cybersecurity experts to learn more about the scope of the incident and any impact to data. Through that investigation, we learned of information suggesting that between July 16, 2024 and July 19, 2024 an unknown actor gained unauthorized access to our network and acquired certain files, some of which may have contained your personal information. We then worked with additional experts to conduct a comprehensive review of the impacted data to determine what personal information was involved. On or about April 23, 2025, CCSD completed that review and learned that your personal information may have been involved in connection with the incident which is the reason for this notification.

What Information Was Involved? We believe that the information involved in this incident may have included your name along with your <<Variable Text 2: Data Elements>>.

What We Are Doing: As soon as we discovered this incident, we launched an investigation and took steps to secure our IT environment, including implementing enhanced security measures to help prevent a similar incident from occurring in the future. CCSD also notified the Federal Bureau of Investigation and South Carolina Law Enforcement Division and will provide whatever cooperation is necessary to hold the perpetrator(s) of the incident accountable.

In addition, CCSD is offering you the opportunity to enroll in complimentary credit monitoring and identity theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include: <<12/24>> months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. To enroll, please scan the QR image, go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter or call 1-877-522-6813. The deadline to enroll in these services is **July 29, 2025**.

What You Can Do: We encourage you to enroll in the complimentary credit protection services we are offering. With this protection, IDX can help you resolve issues if your identity is compromised. Please also review the guidance at the end of this letter which includes additional resources you may utilize to help protect your information.

For More Information: If you have any questions regarding this incident or need assistance, IDX representatives are available for 90 days from the date of this letter between 9:00 am to 9:00 pm Eastern Time, Monday through Friday, excluding major U.S. holidays. If you have any questions, please call 1-877-522-6813. IDX representatives are fully versed on this incident and can help answer questions you may have regarding the protection of your information.

Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Very truly yours,

Charleston County School District
3999 Bridge View Drive
North Charleston, SC 29405

Steps You Can Take to Help Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (the “FTC”).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com/, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
1-833-799-5355
www.transunion.com/get-credit-report

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com. For TransUnion: www.transunion.com/fraud-alerts.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. For TransUnion: www.transunion.com/credit-freeze.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580

<https://consumer.ftc.gov>

877-438-4338

California Attorney General

1300 I Street

Sacramento, CA 95814

www.oag.ca.gov/privacy

800-952-5225

Iowa Attorney General

1305 E. Walnut Street

Des Moines, Iowa 50319

www.iowaattorneygeneral.gov

888-777-4590

Kentucky Attorney General

700 Capitol Avenue, Suite 118

Frankfort, Kentucky 40601

www.ag.ky.gov

502-696-5300

Maryland Attorney General

200 St. Paul Place

Baltimore, MD 21202

www.marylandattorneygeneral.gov/Pages/CPD

888-743-0023

New York Attorney General

The Capitol

Albany, NY 12224

<https://ag.ny.gov>

800-771-7755

NY Bureau of Internet and Technology

28 Liberty Street

New York, NY 10005

www.dos.ny.gov/consumerprotection/

212-416-8433

NC Attorney General

9001 Mail Service Center

Raleigh, NC 27699

<https://ncdoj.gov/protectingconsumers/>

877-566-7226

Oregon Attorney General

1162 Court St., NE

Salem, OR 97301

www.doj.state.or.us/consumer-protection

877-877-9392

Rhode Island Attorney General

150 South Main Street

Providence, RI 02903

www.riag.ri.gov

401-274-4400

Washington D.C. Attorney General

400 S 6th Street, NW

Washington, DC 20001

<https://oag.dc.gov/consumer-protection>

202-442-9828

You also have certain rights under the Fair Credit Reporting Act (“FCRA”): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf.