Suggested Subject Line of Email:  NutriLink Data Security Incident

September 24, 2020

Dear Rocklin Unified School District Families,

This letter is to inform you of a data security breach that impacted NutriLink and the NutriStatus portal, the District's student online lunch application data program that stores some student and parent information regarding nutrition services for Rocklin Unified School District.  We are one of many districts using NutriLink that was affected by this breach.  RUSD has been a customer of NutriLink for many years, and in that time has had no unauthorized access or data breaches with this software.  We do not believe there is any reason to be alarmed or unduly concerned, but we wanted you to be informed about what happened.

**Timeline with information provided to us from NutriLink:**

On September 17, 2020 we were informed by a Rocklin Unified Parent that there was a bug in the NutriLink software that would  allow unauthorized access to NutriLink student information.  The initial report was focused on NutriLink Databases where families can look up information on their student(s), which is accessible through our district website.

Following the steps provided, we were able to confirm the ability to access student information and reported it immediately to NutriLink.

On September 18, we were able to speak with NutriLink's COO Brent England who verified they were able to fix the bug and remove the ability to gain access through the portal.  The issue was identified by their team and resolved quickly.  On September 23rd, RUSD was officially informed by NutriLinks President Michael Lobato of the extent of the access.

This breach revealed **Student Full Names, Student ID Numbers, grade level, Free or Reduced Lunch Status,  and Lunch Application Confirmation Number**.  We were able to confirm that no other data elements were impacted as a result of this incident.

On September 17th, we immediately submitted Data Security Breach notifications with the California Office of the Attorney General as required by California Civil Code s.1798.29(e) and s.1798.82(f).  And will continue to monitor this issue.  We have included our timeline with the steps we are taking to ensure our students accounts remain safe and secure.

While there is no evidence to suggest that your specific data was misused, out of an abundance of caution, we have removed the link to the NutriLink portal from our district website.

We have no reason to believe that any data was accessed revealing sensitive information that may directly impact your credit rating.  Nevertheless, If you suspect your personal information has been misused, visit the Federal Trade Commission's site at IdentityTheft.gov to get recovery steps and to file an identity theft complaint. Your complaint will be added to the FTC's Consumer Sentinel Network, where it will be accessible to law enforcement for their investigations.

For Links and more information go to https://www.rocklinusd.org/NutriLinks-databreach.  Here you will also see updated information on the actions NutriLink is taking to prevent this from happening to our school district and others in the future, as well as steps RUSD is taking to keep accounts safe and secure.  If you have any questions please email safedata@rocklinusd.org and one of our RUSD Technology Services experts will respond.

Thank you,

Rocklin Unified School District

**The following steps will be taken over the next week to ensure your student accounts continue to be secure and safe:**

- *Student Passwords Will Be Reset - Grades 3 and up*

Using our new Self-Service Reset Password Module, SSRPM, families will be prompted to Enroll and Change their students passwords.  This site will also allow students and families to change and recover passwords.

*Students in grades Preschool - 2 will not need to change their passwords at this time.*

- *Go to our new Self-Service Reset Password Module  to Enroll and Change Passwords*

Rocklin Unified School Districts IT Department is in the process of creating an SSRPM site for families.  More details will be emailed to families as it becomes available.


**The following links are provided to families as they reset their passwords and discuss privacy and security with their students at home:**

- *Discussion Items for Password Security and Digital Security*

Common Sense Media has some great [resources for your family to discuss Privacy & Security](#) with your student.  You can also check out these [5 Tips for Families](#) with younger children.

Use this [guide to compare Weak vs Strong passwords](#) with your students.


**Please visit the site and Enroll and Change your student's password as soon as you can. We will be forcing a password change on October 9th for all student accounts grade 3 and up.**


**For help with this process, please call our Help Desk between the hours of 9 am and 11:30 am Monday through Thursday 916-672-3600**