

Re: Notice of Data Event

Dear [First Name] [Middle Name] [Last Name] [Suffix],

Timberline Billing Service, LLC is writing on behalf of [School District Name] to notify you of a data privacy incident that may impact the privacy of some of [your/your minor child's] personal information. While we are unaware of any actual misuse of your/your minor child's information, we are providing you with information about the incident, our response, and the steps you may take to better protect against possible misuse of your/your minor child's personal information, should you feel it necessary to do so.

Who is Timberline and Why Did They Have [My/My Minor's] Information? [Work with Timberline team to insert explanation of relationship with school districts and basis for information sharing regarding students]

What Happened? On March 5, 2020, Timberline noticed suspicious activity on its network impacting certain servers and systems. We launched an investigation to determine the nature and scope of this activity. Working with outside computer forensics specialists, we determined that an unknown actor accessed our network between February 12, 2020 and March 4, 2020, encrypted certain files, and also removed certain information from our network; however, the investigation was unable to determine which specific information was actually removed. Therefore, out of an abundance of caution, we undertook a comprehensive and time-intensive review of all files that could have been impacted. This review was recently completed and determined that protected health information and/or personal information relating to [you/your minor] was present in files that may have been compromised.

What Information Was Involved? The investigation determined the following types of [your/your minor's] information was involved: name and [data elements]. To date, Timberline is unaware of any actual or attempted misuse of personal information as a result of this incident.

What We Are Doing. The security, privacy, and confidentiality of your personal information are among our highest priorities. Upon learning of this incident, Timberline moved quickly to investigate and respond to the incident, assess the security of relevant Timberline systems, and identify potentially affected individuals. Timberline reported this incident to law enforcement and is also reporting this incident to certain regulatory authorities, as required. While we are unaware of any misuse of your/your minor's information as a result of this incident, we are offering you access to 12 months of credit monitoring/minor identity monitoring through [vendor] at no cost to you.

What You Can Do. Although we are not aware of any fraudulent misuse of your/your minor child's information, we arranged to have [Vendor] monitor your/your minor child's identity for 1 year at no cost to you as an added precaution. Please review the instructions contained in the attached "Steps You Can Take to Protect Your/Your Minor's Information," to enroll you/your minor child in these services.

For More Information. We recognize that you may have questions that are not addressed in this notice. If you have additional questions or concerns, please call our toll-free dedicated assistance line at xxx-xxx-xxxx. This toll-free line is available Monday – Friday from _:00 am to _:00 pm _ST.

We sincerely regret the inconvenience this event may cause you. We remain committed to safeguarding the information in our care and will continue to take steps to ensure the security of our systems.

Sincerely,

Dann Stevens
Chief Executive Officer
Timberline Billing Service, LLC

