

The Honorable Jeff Jackson  
North Carolina Attorney General  
114 West Edenton Street  
Raleigh, NC 27603

Subject: Request to Investigate and Pursue Legal Action Against PowerSchool for  
Data Breach

Dear Attorney General Jackson,

I am writing on behalf of the New Hanover County Board of Education. The Board is deeply concerned about the recent data breach involving PowerSchool, a student and staff information system used by many school districts across the United States and North Carolina, including New Hanover County Schools. We understand that this breach has compromised the sensitive personal information (including names, addresses, social security numbers, grades and other private information) of our students, staff, and perhaps even families.

We are extremely worried about the potential consequences of this breach, including identity theft, financial fraud, and other harms. The protection of student and staff data is paramount, and the failure of PowerSchool to adequately safeguard this information is unacceptable.

We urge you to investigate this matter thoroughly and to consider pursuing legal action against PowerSchool. The following items are ones in which our board urges the ideal legal ramifications. Legal action may be the only means to hold PowerSchool accountable for their negligence and to secure appropriate remedies for the hundreds of thousands affected individuals across our great state of North Carolina. We believe that PowerSchool should provide comprehensive identity protection and credit monitoring for all affected individuals immediately and for at least 48 months moving forward. We further request that your office enforce stricter vendor requirements to ensure timely breach notifications and stronger cybersecurity safeguards, mandate improved security measures to prevent future breaches, and ensure that PowerSchool complies with all applicable data privacy laws, including FERPA.

Our citizens expect—and deserve—for your office to take swift and effective enforcement action-against PowerSchool to ensure that breaches of this magnitude, such as this are prevented in the future. The security of student and staff data is a critical issue, and it is essential that companies like PowerSchool are held responsible for protecting the sensitive information they handle. We believe your office's intervention is absolutely necessary to ensure that the rights and privacy of North Carolina's students and families are protected.

Thank you for your attention to this important matter. We look forward to your response and action on this issue.

---

New Hanover County Schools  
Board Chair  
Melissa Mason

---

New Hanover County Schools  
Board Vice-Chair  
Josie Barnhart